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Chief Deputy

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"To Enrich Lives Through Effective And Caring Service"

BOARD OF SUPERVISORS

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May 11, 2004

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**LOS ANGELES COUNTY AREA AGENCY ON AGING
FISCAL YEAR 02-03 & FISCAL YEAR 03-04 AREA PLAN UPDATES
(ALL SUPERVISORIAL DISTRICTS) (3-VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the 2002-03 Planning and Service Area Plan Update (Attachment A).
2. Approve the 2003-04 Planning and Service Area Plan Update (Attachment B).
3. Authorize the Director of Community and Senior Services or designee to sign both of the Letters of Transmittal (Attachment C and Attachment D) on behalf of the Chair of the Board; and to submit both plans to the California Department of Aging (CDA).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION:

The recommended actions are necessary for the Department to submit the FY 02-03 and FY 03-04 Area Plan Updates to the CDA for approval. CDA approval of both of the Area Plan Updates is a required condition of the State's agreement with the Area Agency on Aging.

Both plan updates reflect a coordinated services system under the jurisdiction of the Department for functionally-impaired adults and older adults, describe needs, and agency goals and objectives. The changes include updated information on the planning service area (PSA 19), modified goals and objectives to reflect changing priorities at the AAA, and detailed information regarding the AAA's most recent RFP

process, as well as key personnel changes. The nutrition and supportive services contracted with service providers in fiscal years 02-03 and 03-04 are also included.

The Area Plan Updates for fiscal years 02-03 and 03-04 were not submitted to your Board in a timely manner for approval as a direct result of the management transition and key personnel changes that have occurred over the last two years at the Area Agency on Aging (AAA). The Area Plan Updates are due to the CDA by June 1st of the respective fiscal year. Staff from the AAA met with CDA representatives March 11, 2004 to address the submission of both of the Updates and were given an extension date of June 1, 2004 to submit both Updates pending Board approval. The AAA has submitted a corrective action plan to the CDA to ensure that administrative, fiscal, and program responsibilities identified in the Older Americans Act (OAA) and the Older Californian's Act are being implemented in accordance with related regulations, policy guidelines, and contract requirements. The corrective action plan is currently under review by the CDA and we expect to receive a response May, 2004. All funded programs have continued to operate.

Implementation of Strategic Plan Goals

The recommended actions support the Countywide Strategic Plan Goals of Service Excellence, Organizational Effectiveness, and Fiscal Responsibility.

Performance Measures

All agencies contracting with the Department are required to develop benchmark criteria for each of their performance standards. The Department will assess the agencies' performance during each monitoring visit.

FISCAL IMPACT/FINANCING:

County General Funds are not used to finance these programs. The contracted nutrition and supportive services programs described in both updates are financed by the Older Americans Act (OAA), State, and, local funds.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS:

On June 4, 2002, your Board accepted the FY 2002-03 Older Americans Act (OAA) Title III and VII grant award of \$18,739,644 and Community-Based Services grant award of \$1,777,925 from the CDA and approved the service provider funding recommendations. As required by the State, we are requesting that the Board approve the 2002-03 Area Plan Update.

On June 10, 2003, your Board accepted the FY 2002-03 Older Americans Act (OAA) Title III and VII grant award of \$18,516,892 and Community-Based Services grant award of \$1,699,761 from the CDA and approved the service provider funding

The Honorable Board of Supervisors
May 11, 2004
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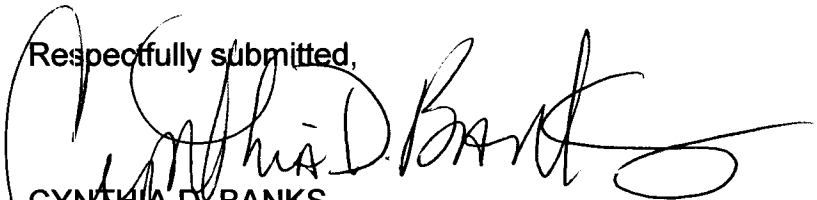
recommendations. As required by the State, we are requesting that the Board approve the 2003-04 Area Plan Update.

The Area Agency on Aging Advisory Council had the opportunity to participate in the planning process and to review and comment on both of these documents. The CAO has reviewed and approved this letter. County Counsel has reviewed and approved this letter as to form.

IMPACT ON CURRENT SERVICES:

Approval of the Area Plan Updates for fiscal year 02-03 and fiscal year 03-04 will enable the Area Agency on Aging to continue with its home and community-based long-term care initiatives and programs. These programs provide opportunities for functionally-impaired adults and older adults to live out their lives with maximum independence and dignity in their own homes and communities.

Respectfully submitted,



CYNTHIA D. BANKS
Chief Deputy

Attachments (4)

c: David E. Janssen
Raymond G. Fortner, Jr.
Violet Varona-Lukens
J. Tyler McCauley

COUNTY OF LOS ANGELES -AREA AGENCY ON AGING

**FY 2002-03 UPDATE
to the
2001-05 AREA PLAN (PSA 19)**

**A Strategic Approach to the Changing Face of
Older & Disabled Adult Services in
Los Angeles County**

**A Coordinated Service System for Older Adults and Functionally Impaired Adults of
Los Angeles County, Planning and Services Area 19**

Under the Older Americans Act and the Older California Act

**Area Plan Update Requirements
for Fiscal Year 2003**

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CHECKLIST FOR UPDATING THE 2002-03 AREA PLAN

1. Transmittal Letter

REQUIRED



Have you submitted the Transmittal Letter signed by the AAA Director, Chair of the Advisory Council, and Chair of the Governing Board? (Place the Transmittal Letter behind the cover page of your Area Plan Update.)

2. Narrative Description of Relevant Changes

REQUIRED



If a Strategic Plan is submitted as the Area Plan Update, did you identify the location of this requirement on the Required Area Plan Update Components Table?



N/A
Have you attached a narrative description of relevant changes to your Area Plan?

Does the Narrative Description:



Identify those sections of the Area Plan that have been amended?



Identify affected goals?



Identify location of objectives that are new, revised, or continued?



Discuss new needs assessment findings, which have influenced the AAA's planned direction?



Discuss other major changes, which may include but are not limited to:

- Changes in the PSA or its demographics;
- Changes in the Area Agency (include new organization chart);
- Changes in the spectrum of local resources and/or constraints;
- Effects of local disasters; and
- Changes in the needs of local seniors?



Include the estimate of number of low-income minorities and older individuals residing in rural areas. (306)(a)(4)(A)(iii)(I) of the OAA.

3. Revised Goals and Objectives

REQUIRED

Revised goal and objective pages may include objectives that have already been accomplished along with those that have yet to be attained.



Is there a goal and/or objective for each of the programs or services funded by the AAA from the following sources?



Title III/VII



Title V



CBSP



Do all goals and objectives comply with the requirements of the California Code of Regulations, Title 22, Article 3, §7300(c)?

Goals are statements of ideal conditions that the AAA wishes to achieve through its planned efforts. Objectives are measurable statements of action to meet the goals. Objectives indicate the following:

- (1) The nature of the action.
- (2) The party responsible for the action.
- (3) How the action will be accomplished.
- (4) The anticipated outcome of that action.
- (5) How the outcome of the action will be measured.
- (6) The projected dates for starting and completing the action.
- (7) Any program development and coordination activities that are associated with the objective.



Have you included all new, revised, or continued goals and objectives?



Do all objectives contain a completion date?



Have you identified each Program Development and Coordination objective with (PD), (C), or (PD&C)?



If a Strategic Plan is submitted as the Area Plan Update, did you identify the location of this requirement on the Required Area Plan Update Components Table?

N/A

4.	Targeted Populations	REQUIRED
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- ☒ Do updated objectives target services to older individuals in greatest economic and social need?
- ☒ Does the Update include specific objectives for providing services to low-income minority individuals and older individuals residing in rural areas?

5.	Needs Assessment Activities	REQUIRED
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- ☒ Does the Update include a description of any needs assessment activities planned for the coming fiscal year?
- ☒ If a Strategic Plan is submitted as the Area Plan Update, did you identify the location of this requirement on the Required Area Plan Update Components Table?

6.	Service Units	REQUIRED
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- ☒ Is the FY 2002-03 Title III/VII Service Unit Plan attached?
- ☒ Is the FY 2002-03 Title V Service Unit Plan attached?
- ☒ Is the FY 2002-03 Community-Based Services Programs (CBSP) Service Unit Plan attached?
- ☒ Are all programs identified in the Title III/VII Service Unit Plan included in the Title III/VII Area Plan Budget (CDA 122)?
- ☒ Are all funded services/programs in the CBSP Service Unit Plan included in the CBSP Budget (CDA 263), and on page 5, Performance Estimates?

7.	Budget	REQUIRED
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- ☒ Is a signed copy of your FY 2002-03 Title III/VII Area Plan Budget attached? (See PM 01-09 for master format.)
- ☒ Are all Title III/VII budgeted programs reflected in the Title III/VII Service Unit Plan?

8.	Appendices	REQUIRED
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- ☒ Did you attach the required Appendix I, Service Matrix?
- ☐ Has there been a change in direct service activities for Title III/VII or CBSP? If so, did you attach a revised Appendix IA, IB, and/or IC? N/A
- ☒ Did you attach the required Appendix II for local public hearings?
- ☐ Have the minimum percentages for Priority Services for Title III B changed? If so, did you attach a revised Appendix V? N/A
- ☒ Did you attach the new Appendix IX related to Homeless Older Individuals?
- ☒ Did you attach a copy of every Appendix that required revision?

9.	Copies of Updated Material	REQUIRED
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- ☒ Did you attach the completed Checklist for Updating the Area Plan?
- ☐ If a Strategic Plan is submitted as the Area Plan Update, did you attach the completed Required Area Plan Update Components Table? N/A
- ☒ Is all updated information provided on single-sided sheets?
- ☒ Are updated pages numbered and dated in a way that preserves the continuity of the 2001-2005 Four-Year Area Plan, e.g., additions to page 12 would continue as page 12a, page 12b, page 12c, etc?
- ☒ Have you provided an original and two copies of all updated material?

10.	Revised Assurances for 2002-2005	
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- ☒ Did you insert the revised Assurances in your 2001-2005 Four-Year Area Plan?

NOTE: Do not return the Assurances with the 2002-03 Update.

**FY 2002-03 UPDATE
to the
2001-05 AREA PLAN (PSA 19)**

**A Strategic Approach to the Changing Face of
Older & Disabled Adult Services in
Los Angeles County**

NARRATIVE DESCRIPTION OF CHANGES

Summary & Introduction

The purpose of the Fiscal Year 2002-03 Area Plan Update is to provide a prospective account of anticipated changes to the 2001-2005 Area Plan. The Area Plan Update is an annual attachment to the Area Plan and reference to specific sections and appendices of the Area Plan are given herein for the reader's convenience. The following components of the FY2001-05 Area Plan are included and have been revised:

Part I--

Section A, Service System Specific to PSA 19 (pages 14-16)

Section B, The Planning Process (page 24)
Needs Assessment (pages 25-28)

Part II--

Area Plan Goals and Objectives (pages 33-36)

Part III--

Title III/IV Service Unit Plan (pages 38-40)

Title V Service Unit Plan (new)

Community-Based Services Programs (CBSP) Service Unit Plan (page 41)

Title III/VII Area Plan Budget for FY 2002-03 (pages 42-52)

Appendices I, IA, IB, II, (pages AP 1-9) and IX (new)

Fiscal Year 2001-02 was a year of tremendous growth and exploration for Los Angeles County Community and Senior Services/Area Agency on Aging (CSS/AAA), as it took the lead in a major strategic planning initiative regarding the future service delivery system for aging and disabled adult services. Working with a diverse group of community representatives and County department representatives, in developing a strategic plan, CSS/AAA employed various methods for obtaining broad public input. Although completion of the Long Term Care Strategic Plan (LTCSP) was targeted for Summer 2002, the strategic planning process will continue into FY 2002-03. Major progress toward

development of such a plan has been made and some components are incorporated into the FY 2002-03 Area Plan Update.

PART ONE: AREA PLAN BACKGROUND

SECTION A

SERVICE SYSTEM SPECIFIC TO PSA 19

COMMUNITY AND SENIOR SERVICES AGING AND ADULT SERVICES BRANCH PROGRAMS

Introduction

Community and Senior Services (CSS) of Los Angeles County is a department within Los Angeles County government that provides social services to County residents, with a focus on dependent adults, the elderly and their families. Within the Aging and Adult Services Branch of the department is the Area Agency on Aging (AAA) along with other programs such as Adult Protective Services, Community Services Block Grant (CSBG), Community-based Service Centers / Senior Centers, and Domestic Violence programs. Programs operated by CSS generally serve residents throughout the County; the AAA is different in that most of its services are provided to County residents outside the City of Los Angeles.

Area Agency on Aging

- **OLDER AMERICANS ACT (OAA) PROGRAMS**

Fiscal year 1999-00 marked the beginning of the current four-year funding cycle in which the AAA contracted for Older Americans Act (OAA) Supportive Services (Title IIIB), Nutrition Services (Title IIIC), and Vulnerable Elder Rights Protection Activities (Title VII) including: Congregate and Home Delivered meals, Outreach Technical Support Services, In-home Services, Respite Care, Legal Services, In-home Registry Services, and the Long-term Care Ombudsman Program.

In addition, the AAA funds the ENHANCE (Effective Nutritional Health Assessments and Networks of Care for the Elderly) Program with OAA Title IIID Disease Prevention and Health Promotion funds. ENHANCE provides nutrition screening, counseling, and intervention services in the client's home or a local community setting; the program was developed based on the guidelines and tools of the Nutrition Screening Initiative (NSI), a multi-year, multi-disciplinary national study. The target population includes frail, homebound older adults, as well as high-risk older adults who receive congregate meals or case management services funded by the AAA.

- COMMUNITY-BASED SERVICES PROGRAMS (CBSP) – UNDER THE OLDER CALIFORNIANS ACT

The AAA administers Alzheimer's Day Care Resource Centers (ADCRC), the Health Insurance Counseling and Advocacy Program (HICAP), and funding for the Linkages program with California State General funds under the Older Californians Act. In fiscal year 1999-00 the AAA made the decision to redirect the CBSP funds for the Brown Bag Program and the Foster Grandparent Program to the ADCRC program in order to maximize the limited resources allocated to ADCRC services. As a result, the number of ADCRCs increased from four to seven. The HICAP program is available Countywide and operated by one contractor. The Linkages program has been incorporated into the Integrated Care Management Program. The CBSPs have been incorporated into the array of programs administered by the AAA. The planning, administration and contracting process for these programs are aligned with the OAA-funded programs.

The Older Americans Act and Community-Based Services Programs together make up a network of home and community-based services for disabled adults and older adults involving contractual relationships between the AAA and more than 60 agencies Countywide.

- INTEGRATED CARE MANAGEMENT PROGRAM

The Integrated Care Management Program (ICM) was initially a three-year demonstration project that became operational July 1, 1999. This program is unique in that it brings together five separate sources of funds for case management services including: OAA: Title III-B Supportive Services; CBSP: Linkages AB 2800; Linkages AB 764 (a local Disabled Parking Violation Fees Account); and Adult Protective Services expansion funds, and as of December 2001, OAA Title III-E Family Caregiver Support Act funds. In FY 2001-02, an independent consultant evaluated the ICM demonstration project. As a result of the evaluation, improvements were made and the ICM became a permanent program as of 2002-03. Through a network of 25 community-based contract service providers, this program provides comprehensive care management services to disabled adults and older adults to maintain independent living and to ultimately avoid or delay nursing home placement. The ICM was the first attempt to coordinate existing case management services and is a first step toward integration of aging and disabled services in Los Angeles County.

- NATIONAL FAMILY CAREGIVER SUPPORT ACT (NFCSA)

The National Family Caregiver Support Act was newly introduced as Title (III-E) of the Older Americans Act reauthorization of 2000. The NFCSA authorizes funds to be allocated to serve the needs of caregivers and care recipients to promote dignity, well-being and independence. Under the direction and leadership of the

CDA, the AAA implemented the NFCSA during fiscal year 2001-02 with an approximate \$1.7 million baseline allocation for our planning and service area. Implementation continues during FY 2002-03.

- **AAA MANAGEMENT INFORMATION SYSTEM (MIS)**

During fiscal year 2001-02, the AAA spent considerable time and effort seeking a new management information system (MIS) to track and report all OAA and CBSP-funded services. Unfortunately, products currently available do not meet the needs of the AAA, because of the size and complexity of Los Angeles County. This has become a priority for our agency due to serious concerns with the reliability of data from the existing MIS, in addition to an interest in accessing new information technologies. During FY 2002-03, the Internal Services Department and CSS/AAA will work together to design a new MIS System to be implemented for FY 2004-05.

Adult Protective Services

The Adult Protective Services (APS) Program, administered by CSS, provides residents throughout Los Angeles County with protective services in situations involving elders (persons age 65+) and dependent adults (persons age 18-64) suspected of endangerment due to physical abuse, neglect, financial exploitation, or unsafe or hazardous living conditions.

Information and Assistance (I&A)

The Department's Information and Assistance (I&A) telephone service links County residents with community resources. The I&A program is linked with the Statewide toll-free Information and Assistance number that connects the caller to their local AAA. In addition, I&A staff attend local community events and meetings to provide information about resources available and identify unmet needs within the community. I&A staff coordinated the county-wide deployment of the six (6) Info Vans at the local community events to distribute information and resources available for family caregivers and others.

Senior Centers

Community and Senior Services operates three senior centers that serve as community focal points for the delivery of services and programs to older persons, in locations where no other senior centers are available to local residents. The services include nutrition, recreation, health, socialization, volunteer opportunities, education, and entertainment programs specifically for older adults. In addition, the County has 87 senior centers operated by cities and private organizations.

Older Americans Community Service Employment Program

The Older Americans Community Service Employment Program (OACSEP), funded by the OAA Title V, provides and promotes training and employment opportunities for low-income persons age 55 and over, and assists program enrollees to find unsubsidized employment. The program provides a variety of supportive services such as annual physical examinations, job counseling, transportation, job training, and job referral.

Community Service Centers

The eleven Community Service Centers operated by CSS provide information and referral, emergency foods baskets, counseling, and other related services. These service centers also provide office space for community-based organizations that serve community residents in a number of ways. Annually, over 2 million clients receive services at the centers, and over 100,000 persons participate in the various meetings held at the centers.

Dispute Resolution Program

Community and Senior Services administers the County's Dispute Resolution Program, financed by a surcharge on court filing fees in the County. Currently, 11 community-based agencies, including the County Bar Association, are funded to provide mediation, arbitration, and conciliation services in lieu of formal court filing and processing. In addition, three community service centers operated by CSS offer the Voluntary Mediation Services Program.

SECTION B

THE PLANNING PROCESS

Los Angeles County will be facing an unprecedented growth in the number of older adults over the next 30 years. Older adults currently represent nearly 10% of the County population. In 2030, it is projected that one in every five persons (nearly 20%) in the County will be 65 years or older. In addition approximately 10% of individuals age 18-64 have severe disability, two-thirds of whom are unable to work due to their disability. Moreover, substantial growth will occur in the populations of older and disabled ethnic minorities and persons whose primary language is not English.

These and other facts about the increasing number and needs of the older adult population of the County were published in a report issued to the Los Angeles County Board of Supervisors by Community and Senior Services / Area Agency on Aging (CSS/AAA) entitled *preparing for the Future: A Report on the Expected Needs of Los Angeles County Older Adult Population (1999)*. This report

outlined key findings and recommendations that have led to the development of the strategic planning process and the County's continuing priorities for the future.

On August 10, 1999, in response to the aforementioned report, the Los Angeles County Board of Supervisors directed CSS/AAA to implement a strategic planning process to prepare the County to effectively address the needs of older and disabled residents. The goal of this project is to produce a Long Term Care Strategic Plan for Los Angeles County. The objectives for the Long Term Strategic Plan are as follows:

1. Convene Community Roundtable (comprising consumers, AAA Advisory Council members, service providers, advocates, and experts), Interdepartmental Planning Body (comprising representatives of County departments), and the Strategic Planning Work Group (comprising representatives from the Community Roundtable and the Interdepartmental Planning Body).
2. Analyze the current environment, including the examination of gaps and overlaps in service delivery to functionally impaired adults and older adults in Los Angeles County and identify opportunities to integrate or better coordinate service delivery.
3. Develop a mission statement and a vision statement, as well as strategies and goals for moving in the direction envisioned.
4. Draft and refine the Long Term Care Strategic Plan.
5. Engage the public, especially consumers and caregivers, throughout the planning process.

The Long Term Care Strategic Planning process was organized into four distinct phases; the **Organizational** phase (focusing on organizing the CRT, IPB, and WG including joint committees), the **Analysis** phase (collecting and summarizing background information, specifying most critical issues or choices regarding future LTC development, and finalizing LTC definition and target population), the **Design** phase (identifying planning methods to be used in setting future direction, developing framework for strategic planning), and the **Development Of Plan** phase (convening 8 public forums, employing other feasible methods of community input, preparing final version of plan).

This strategic planning effort is significant in that it is the first ever-Countywide effort to comprehensively examine the funding and delivery of services to disabled adults and older adults in the County. Although many efforts have been made to improve service delivery, this will be the first endeavor that brings together County Departments and community stakeholders to think and act strategically about the future of the service delivery system. This strategic planning process consumed fiscal year 2001-2002 and it is anticipated that the process will conclude during FY 2002-03. Upon completion of the LTC strategic

plan and approval by the Los Angeles County Board of Supervisors, the AAA plans to incorporate the strategic plan into its Area Plan for PSA 19.

NEEDS ASSESSMENT

(to replace pages 25-28 of 2001-05 Area Plan)

BACKGROUND

CSS/AAA has collected data from various sources about the current and upcoming needs of the County's older adult and disabled adult populations. The following are key needs assessment indicators that the AAA has recently gathered in developing the LTC strategic plan. Each provides insight into critical areas in terms of the planning and development of services.

DEVELOPMENT OF THE LONG TERM CARE STRATEGIC PLAN

On January 2, 2001, CSS/AAA was awarded a Golden Challenge Long Term Care Innovation Planning Grant from the California Department (CDA). This grant was used to partially fund the countywide strategic planning initiative for aging and disabled adult services. These grant funds were used primarily to hire a consulting agency to facilitate the activities of an Interdepartmental Planning Body (consisting of key County Department representatives) (IPB), a Community Roundtable (consisting of consumers, advocates, experts, and service providers) (CRT), and a Long Term Care Strategic Planning Work Group (WG) comprised of representatives of the two aforementioned planning groups, to develop a countywide long term care strategic plan for aging and disabled services in the County. The strategic planning process will examine service gaps, overlaps, integration and coordination for disabled adults and older adults. The goal is to reduce service fragmentation, improve coordination, and structure services that are accessible, flexible and seamless.

CSS/AAA hired a consulting firm, Blitz & Reckmeyer in August 2001 to assist in the management and to oversee the development and progress of the work plan and timelines. Blitz & Reckmeyer are a strategic change consulting company specializing in long-term integration and systems change and has managed four California counties with similar integration. The three planning groups: CRT, IPB, and the Work Group were organized during the summer and autumn months of 2001. The Long Term Care Strategic Plan will enable Los Angeles County to standardize and improve the quality of long-term care case management and services coordination for older adults and functionally impaired adults, as well as reduce the fragmentation and gaps of these services in the County. In June 2001, an orientation of the Community Roundtable was convened and 150 community members attended. The feedback from the meeting was very positive and encouraging. Six major areas of concern evolved from the

participants of the CRT orientation: Housing, Transportation, Health Services, Mental Health Services, Caregiver Resources, and Community Based Services.

Interdepartmental Planning Body (IPB)

The purpose of the IPB is to review the current structure of the County's service delivery system and design a model of integrated planning, funding, services for all County Departments serving older adults and disabled adults. The IPB consists of departmental representatives of key County departments at the level of policy manager or above, including Health Services, Mental Health, Public Social Services, Public Works, Library Services and Probation.

Community Roundtable (CRT)

The purpose of the CRT is to provide guidance in examining services, needs, gaps, duplications, and potential solutions for a system of aging and disabled adult services in Los Angeles County. The CRT consists of approximately 150 members, with the following overall composition: approximately 30% consumers/consumer advocates; 25% experts; 25% service providers; 10% Board appointees; and 10% general community representatives. The CRT has established six (6) committees that will focus on different aspects of aging and disabled services. These include: Caregivers & Resources, Health Care, Home and Community-based Services, Housing, Mental Health, and Transportation.

Work Group (WG)

The Work Group is composed of representatives of the Interdepartmental Planning Body (IPB) and the chairs and co-chairs of the six committees of the Community Roundtable (CRT). The WG incorporated the input and discussions of the IPB and the CRT to build a uniform vision of a coordinated service delivery system, consolidating and integrating the totality of the CRT and IPB input into a workable set of recommendations. The findings and resulting recommendations of the WG were reported to the IPB and the CRT, through a feedback process.

STATUS OF THE LTC STRATEGIC PLANNING PROCESS

During FY 2001-02, the organizational phase, the analysis phase and the design phase of the planning process were completed. The development of the written plan began in the latter part of that year and continues in FY 2002-03. It is anticipated that the final draft will be presented to the Board of Supervisors in January 2003. The mission, vision and target population of the LTC strategic plan have been finalized.

Mission of the LTC Strategic Plan—To provide long term care services for the culturally diverse population of Los Angeles County. These include a broad range of medical/mental/social/support services that assist older adults (60+

years of age) and disabled adults (18+ years of age) maintain their independence in ways that ensure individual dignity, choice, and quality of life.

The vision of the LTC strategic plan is to create a long term care system that maximizes consumer independence and dignity through the coordinated delivery of a comprehensive continuum of medical/mental/social/support services that are responsive to and accessible by Los Angeles County's diverse populations of older and disabled adults, their families, and their caregivers. The values emphasize an inherent respect for the people we serve, a user-oriented approach to service delivery, a focus on community-acceptable standards of care, a reliance on collaboration and communication, and a commitment to excellence.

The LTC strategic plan will serve the following population:

Los Angeles County Residents
Seniors= 60+ years of age
Disabled Adults= 18+ years of age.

Priorities and Needs of Older Adult and Adults with Disabilities

Through the efforts of the three (3) planning bodies: Interdepartmental Planning Body, Community Roundtable and the Work Group, the Long Term Care Strategic Planning process was successful in identifying fourteen (14) critical issues that are the most significant factors driving long term care planning in Los Angeles County. The CRT and IPB developed these issues through a multi-stage process that began with extensive discussions and led to the development of ninety-one (91) critical issues. An Issues Analysis tool was used to cluster these inputs into two major categories (services & themes). This process led to the consolidation of nine (9) service issues and sixteen (16) thematic issues that were rated according to their relative importance and urgency. The rating process led to the identification of two major categories of high-priority critical issues.

Critical Issues:

Funding Resources and Limitations. Increase the level of funding for seniors and those with disabilities. Decrease the constraints involved with public funding, use of funds more effectively and efficiently, reconcile conflicts between federal/state/local funding sources. Stabilize the resource base for seniors and disabled adults programs.

Transportation Services. Available, accessible, affordable, and better-coordinated transportation services to help seniors and disabled adults maintain their public mobility. Increased resources for such services.

Housing Services. Available, accessible, and affordable housing units, rental assistance, and support services. Help seniors and disabled adults age in place by providing resources for such services.

Caregiver Services. Caregiver services, such as care by family, kin, volunteers, and professionals to assist seniors and disabled adults with chronic illness or disabilities. Include ways to increase the number of caregivers, improve their training, enhance coordination of services, build a more coherent infrastructure for such services, and expand the resources to do so.

Fragmented System of Services. The need for a comprehensive continuum of medical/social/support services. Establish an integrated system for seamlessly delivering these services in ways that are better coordinated, user-friendlier, and less duplicative so that seniors and disabled adults receive more appropriate care.

Health Care Services. Available, accessible, and reliable medical and health services, including preventive as well as acute services,

Mental Health Services. Establish defined, widely available, and accessible mental health services. These services will assist seniors and disabled adults with varying degrees of mental illness by providing better coordination with mainstream medical care.

Cultural and Language Barriers. Culturally sensitive approaches to service delivery that approve access to and utilization of services by the diverse population of Los Angeles County, with emphasis on the non-English speaking residents.

Information and Referral / Assistance Services. Develop a comprehensive, coordinated, and user-friendly set of initial access points for helping seniors and disabled adults learn about and utilize the services available to the residents of Los Angeles County.

Access to Services. Improve seniors and disabled adults' ability to obtain a broad variety of services available to residents of Los Angeles County through appropriate case (care) management. Continue to encourage the standardization of case management staffing requirements and educational professional experience qualifications.

Advocacy. Increase legislative measures, outreach efforts, and public awareness campaigns for seniors and disabled adults. Address local, state and federal initiatives to effectively advocate on behalf of seniors and disabled adults.

Quality of Care. Significantly improve the quality of care that seniors and disabled adults receive. Increase the community acceptable standards of medical/social/support services delivery that providers must meet or exceed.

Workforce Resources and Development. Attract more people to work in long term care, develop an appropriate mix of qualified personnel to deliver required services, improve staff and volunteer training, and secure the resources to ensure the long term availability of this workforce, as the baby boomers age.

These critical issues will be woven into the goals and objectives of the final draft of the LTCSP.

INTEGRATED CARE MANAGEMENT DEMONSTRATION PROJECT (ICMDP) EVALUATION OF 2001-02

The purpose of the ICMDP and its diversified funding strategy was to provide cost-effective and cost-efficient funding of case management services in a manner that appears seamless to clients. It was intended to provide greater access to services for clients by expanding flexibility in using several sources of funding, streamlining the paperwork and approval processes, and fostering coordination between APS and community case managers.

The program was created in response to a study conducted by the AAA in 1997 that showed increasing demands for case management for a diverse population of older and disabled adults, gaps in the availability of case management in certain communities, inconsistencies in training and education of common standards and criteria for case management services. During FY 01-02, an evaluation, conducted by Partners In Care Foundation during November 2001 through January 2002 was intended to assist the design of the second generation of this program, which was launched in July 2002. It examined program strengths and weaknesses; presents the perspectives of clients, professional participants and planners and identifies the areas for additional leadership opportunity and system changes.

The three year demonstration project has now been completed and is widely considered to be a success by CSS/AAA and its advisory council, clients, community agency care management staff and Adult Protective Services (APS). The evaluation concluded that the ICMDP has successfully addressed critical issues in care management of both older adults and younger disabled adults and can speak to a number of significant accomplishments:

- Creation and implementation of a diversified funding strategy that increased funds available for care management and purchase of service by 200%;

- Development of a network of 25 community-based agencies with a uniform set of criteria for client eligibility;
- Standardization of case management staffing requirements and educational professional experience qualifications;
- Increased skills levels of case managers especially in serving the younger disabled;
- Use of a single practice model for case management by all contacted agencies (the Linkages model);
- Improved coordination between APS and community case managers;
- General acceptance of the ICMDP model by APS and community care managers;
- High level of client satisfaction.

Minor improvements will continue to be made to Integrated Care Management, which will be implemented as a continuing CSS/AAA program during FY 2002-03.

PART TWO: AREA PLAN GOALS AND OBJECTIVES

(replaces pages 33-36 of 2001-05 Area Plan)

The following table indicates which objectives have been completed, continued, and added for the FY 2002-03 Update to the 2001-05 Area Plan:

Objective	Completed	Continued	New for FY 2002-03
1.1	x		
1.2	x		
1.3	x		
1.4	x		
1.5			x
1.6			x
1.7			x
1.8		x	
2.1	x		
2.2		x	
2.3		x	
2.4		x	
2.5	x		
2.6			x
3.1	x		
3.2	x		
3.3	x		
3.4	x		
3.5	x		
3.6			x
3.7			x
3.8			x
3.9			x
3.10			x
3.11	x		
4.1		x	
4.2		x	
4.3	x		
4.4			x
4.5			x
4.6			x
4.7		x	
5.1		x	
5.2		x	
5.3		x	
5.4			x

Goal #1: Maximize consumer independence along the continuum of care for disabled adults and older adults.

Rationale: To improve access to home and community-based services by reducing fragmentation of services, maximizing integration of the service delivery system and to support caregivers.

Objectives

- 1.1* Implement the National Family Caregiver Support Act Program to expand services to include caregivers in AAA-funded programs, such as Alzheimer's Daycare Resource Centers, and integrated care management and respite service, collaborate with existing agencies, with expertise in caregiver issues, and include services for relative caregivers. **Completed during FY 2001-2002.**
- 1.2* Include providers representing the full continuum of care from acute hospitals, skilled nursing and residential care facilities, and assisted and independent living housing and adult day services, and Alzheimer's Daycare Resource Centers options in the long-term care strategic planning process. **Completed during FY 2001-2002.**
- 1.3* Commission an independent evaluation of the Integrated Care Management Demonstration Project, and design program improvements and enhancements to be included in the next open competitive request for proposals process for the funding cycle beginning July 1, 2002. **Completed during FY 2001-2002.**
- 1.4* Advocate on behalf of the interest of Los Angeles County and its residents by participating in the California Long Term Care Council to protect consumer independence in planning for long term care needs of disabled adults and older adults in Los Angeles County. **Completed during FY 2001-2002.**
- 1.5* Convene a Task Force of consumers and providers to assist in designing program improvements and enhancements to be included in the next open competitive Request For Proposals (RFP) process for the funding cycle beginning July 1, 2003 for Title IIIB supportive services, such as legal services and in-home services (including in-home respite care); *to be accomplished by June 30, 2003.*

*Program Development and Coordination (PD&C) Objective (see Part One, Section A, Description of Area Agency on Aging, for the definition of PD&C)

- 1.6* Identify opportunities for older adults and adults with disabilities to enhance self-directed care; *to be accomplished by June 30, 2003.*
- 1.7 Prepare an action plan for improving coordination of caregiver and kinship services based on a review of best practice models, by working with the Kinship Care Coordinating Council (KCCC); *to be accomplished by June 30, 2003.*
- 1.8 Develop & implement the Kinship Care Collaboration Program with the Department of Children's and Family Service (DCFS) to serve relative caregivers; *to be accomplished by June 30, 2002.*

Goal #2: Include the needs of Los Angeles County's full range of diverse populations in planning and programs.

Rationale: To ensure that the tremendous diversity of language, culture, functional impairment, age, housing options, lifestyle, geography, dementia-related and caregiver needs are addressed in the planning process and that programs are responsive to the needs of consumers.

Objectives

- 2.1* Ensure that the long term care strategic planning process embraces the County's wealth of diversity, especially including targeting requirements that have been newly identified by the reauthorization of the Older Americans Act. These new targeting requirements include the following groups: Native American older adults, persons with Alzheimer's Disease and related disorders and their families, older individuals residing in rural areas, and persons caring for individuals with mental retardation. **Completed during FY 2001-2002.**
- 2.2* Continue to support agencies serving diverse populations through capacity-building efforts. For example, increase staff development activities of the AAA's contract service providers, such as Health Insurance Counseling Advocacy Program (HICAP), Alzheimer's Day Care Resource Centers (ADCRC), and identify and acquire new resources to support the planning and programming efforts; *to be completed by June 30, 2003.*
- 2.3* Establish a baseline for mandated targeting requirements through needs assessment activities and the long-term care strategic planning process; *to be accomplished by June 30, 2004.*

*Program Development and Coordination (PD&C) Objective (see Part One, Section A, Description of Area Agency on Aging, for the definition of PD&C)

- 2.4 Increase outreach efforts to the Latino older adult population for membership on the AAA Advisory Council; *to be accomplished by June 30, 2003.*
- 2.5* Increase the number of participants in the C-1 program by establishing a culturally competent congregate nutrition site for Cambodian older adults in Long Beach, where a concentration of Cambodian older persons reside. **Completed during FY 2001-2002.**
- 2.6* Establish a Long Term Care Inter-Cultural Advisory Committee of the Long Term Care Coordinating Council (LTCCC) to help advise and monitor the delivery of linguistically specific and culturally specific long term care services, including a plan to develop appropriate language translation of major informational and educational materials; *to be accomplished by June 30, 2003.*

Goal #3: Prepare for the demands of Los Angeles County's evolving and expanding aging and disabled adult populations.

Rationale: To address the demographic challenges of Los Angeles County's growing adult population over the next 30 years and create a Countywide consciousness about the needs of and services for the disabled adults and older adults.

Objectives

- 3.1* Establish an Interdepartmental Planning Body (comprising key County Departments) to review the current structure of the County's service delivery system and develop a Countywide strategic plan that presents a model of integrated planning, funding and services for all County Departments serving disabled adults and older adults. **Completed during FY 2001-2002.**
- 3.2* Establish an Aging and Disabled Services Community Roundtable (comprising consumers/ consumer advocates; experts; service providers; Board of Supervisors appointees; and other community leaders) to provide guidance to the Interdepartmental Planning Body in examining existing services, needs, gaps, duplications, and potential solutions for a system of aging and disabled adult services in Los Angeles County. **Completed during FY 2001-2002.**

*Program Development and Coordination (PD&C) Objective (see Part One, Section A, Description of Area Agency on Aging, for the definition of PD&C)

- 3.3* Create a Long Term Care Strategic Planning Work Group (comprising of representatives of the Interdepartmental Planning body and Community Roundtable) charged with developing a Countywide Long Term Care Strategic Plan for older adults and disabled adult services in Los Angeles County. **Completed during FY 2001-2002.**
- 3.4* Hire a Project Director (consultant) to provide strategic Planning expertise, oversee strategic planning activities, and facilitate the development of the Countywide long Term Care Strategic Plan. **Completed during FY 2001-2002.**
- 3.5 Establish baseline data on current funding and service delivery levels of programs and services provided to older adults by all Los Angeles County Departments. **Completed during FY 2001-2002.**
- 3.6* Implement the Medi-Cal Administrative Activities (MAA)/Targeted Case Management (TCM) program to increase funding for Integrated Care Management and Health Insurance Counseling and Advocacy Program (HICAP). MAA/TCM is a federal financial participation (FFP) program meaning that the federal government is willing to share in the cost of programs funded with state or local funds. TCM is designed to assist a specified group of Medi-Cal recipients with access to necessary medical, social, educational or other services; *to be accomplished by June 30, 2003.*
- 3.7* Establish a Long Term Care Coordinating Council (LTCCC) composed of county, provider, community and consumer representatives to help advise implement, and monitor progress on long term care strategic planning and implementation in LA County; *to be accomplished by June 30, 2003.*
- 3.8* Collect, update, and disseminate information about housing availability and eligibility to every public private agency servicing older adults and adults with disabilities; *to be accomplished by June 30, 2003.*
- 3.9* Develop a rent-to-prevent-eviction program that specifically targets at-risk older adults and adults with disabilities; *to be accomplished by June 30, 2003.*
- 3.10* Prepare an action plan to increase the number of emergency, transitional, and permanent housing units required to meet the current and projected needs of homeless older adults and adults with disabilities; *to be accomplished by June 30, 2003.*

*Program Development and Coordination (PD&C) Objective (see Part One, Section A, Description of Area Agency on Aging, for the definition of PD&C)

- 3.11 Include the needs of the diversity of caregivers in the LTC Strategic Planning process. **Completed during FY 2001-2002.**

Goal #4: Promote customer service and accountability throughout the organization including primary recipients of services (consumers), the community, service providers, and funding sources.

Rationale: To ensure quality and improve the effectiveness of the AAA and its services.

Objectives

- 4.1* In collaboration with selected providers, pilot a client satisfaction survey and mechanisms for responding to client input, for the Integrated Care Management Demonstration Project. The outcome of this pilot will serve as a basis for future client satisfaction surveys for other AAA-funded programs. *Full implementation of client satisfaction survey is not expected to be completed until June 30, 2003.*
- 4.2 Improve data collection and information management by the AAA and its contract service providers through the development and implementation of a web-based management information system including Integrated Care Management, Title IIIB Supportive Services, Respite, Personal Care, Home Maker and Chore Services, ADCRC, Family Caregiver Support Program, Community Based Services Programs, Health Insurance Counseling Advocacy Program (HICAP), and Nutrition Services; *to be accomplished by June 30, 2004.*
- 4.3 Continue to increase communication and coordination of activities of the AAA including Contracts Management, Planning and Development Services, and Title V Older Adult Community Service Employment sections. **Completed during FY 2001-2002.**
- 4.4* Prepare a comprehensive list of countywide Long Term Care Services and resources available in each Service Planning Area (SPA) that will web-accessible to providers of Long Term Care Services and updated regularly; *to be accomplished by June 30, 2003.*

*Program Development and Coordination (PD&C) Objective (see Part One, Section A, Description of Area Agency on Aging, for the definition of PD&C)

- 4.5 Integrate the Senior Community Services Employment Program information into the future WorkSource California promotional marketing campaign: *to be accomplished by June 30, 2003.*
- 4.6* Advise MTA to develop and implement a plan that identifies service gaps and providers recommendations for eliminating the gaps by analyzing current transportation services for older adults and adults with disabilities and client eligibility; *to be accomplished by June 30, 2003.*
- 4.7 Develop a system to review and respond to input from family caregivers & relative caregivers; *to be accomplished by June 30, 2004*

Goal #5: Promote the awareness of the Area Agency on Aging and its services.

Rationale: To ensure services are accessed and utilized by disabled adults and older adults.

Objectives

- 5.1 Increase participation of Information and Assistance unit in health fairs, public forums, and other community events to promote the AAA and its network of services, including the use of available video, print marketing materials and highlighting Elder Abuse Prevention programs; *to be accomplished by June 30, 2003.*
- 5.2 Implement the use of six (6) Info Vans to increase the public's awareness of the AAA and its programs and services with emphasis on the Family Caregiver Support Program; *to be accomplished by June 30, 2003.*
- 5.3 Continue to support and expand the efforts of the AAA Advisory Council and the Los Angeles County Commission on Aging to educate and inform the public regarding programs and services available to disabled adults and older adults, by providing staff assistance; *to be accomplished by June 30, 2003.*
- 5.4* Support and publicize local Focal points (and other providers of Long Term services) as community-based points of entry for information and referral to the full range of Long Term Care services and resources; *to be accomplished by June 30, 2003.*

*Program Development and Coordination (PD&C) Objective (see Part One, Section A, Description of Area Agency on Aging, for the definition of PD&C)

Title III/VII Service Unit Plan: 2002-03
Second Year of the 2001-2005 Four-Year Planning Period

The Service Unit Plan utilizes NAPIS
(National Aging Program Information System) Categories

Indicate the number of **units of service** to be provided with ALL funding sources, including federal, State, USDA, program income, and local funds. Units of service are listed in PM 97-02. All the programs identified must be listed in the budget, in compliance with California Code of Regulations, Title 22, Article 3, §7300(d).

The Goals and Objectives column provides the AAA with an opportunity to relate each Title III/VII funded service/program to a goal and objective statement.

Goals and/or Objectives are required for every program/service funded by the AAA.

If a Strategic Plan is submitted as the Area Plan Update, identify the location in the Strategic Plan of the goal and objective(s) for each program.

TITLE III

Program

Goals and Objectives
(Required)

1.	<u>Personal Care (In-Home)*</u>	Goal # <u>1</u>	
	Units of Service <u>47,906</u> (1-Hour)	Objective #s <u>1.5</u>	
		Objective #s <u>1.6</u>	
		Objective #s <u> </u>	
2.	<u>Homemaker (In-Home)*</u>	Goal # <u>1</u>	
	Units of Service <u>46,525</u> (1-Hour)	Objective #s <u>1.5</u>	
		Objective #s <u>1.6</u>	
		Objective #s <u> </u>	
3.	<u>Chore (In-Home)*</u>	Goal # <u>1</u>	
	Units of Service <u>1,032</u> (1-Hour)	Objective #s <u>1.5</u>	
		Objective #s <u>1.6</u>	
		Objective #s <u> </u>	
4.	<u>Home Delivered Meals</u>	Goal # <u>4</u>	
	Units of Service <u>998,575</u> (1-Meal)	Objective #s <u>4.2</u>	
		Objective #s <u> </u>	
		Objective #s <u> </u>	

*Indicates Title III B Priority Services

5.	<u>Adult Day Care/Health</u>	N/A	Goal # _____	
	Units of Service _____ (1-Hour)		Objective #s _____	
			Objective #s _____	
			Objective #s _____	
6.	<u>Case Management (Access)*</u>		Goal # <u>3, 4</u>	
	Units of Service <u>146,196</u> (1-Hour)		Objective #s <u>4.1</u>	
			Objective #s <u>4.2</u>	
			Objective #s <u>3.6</u>	
7.	<u>Congregate Meals</u>		Goal # <u>2, 4</u>	
	Units of Service <u>1,547,605</u> (1-Meal)		Objective #s <u>2.5</u>	
			Objective #s <u>4.2</u>	
			Objective #s _____	
8.	<u>Nutrition Counseling</u>		Goal # <u>4</u>	
	Units of Service <u>5,151</u> (1-Hour)		Objective #s <u>4.2</u>	
			Objective #s _____	
			Objective #s _____	
9.	<u>Assisted Transportation (Access)*</u>	N/A	Goal # _____	
	Units of Service _____ (1-One-Way Trip)		Objective #s _____	
			Objective #s _____	
			Objective #s _____	
10.	<u>Transportation (Access)*</u>	N/A	Goal # _____	
	Units of Service _____ (1-One Way Trip)		Objective #s _____	
			Objective #s _____	
			Objective #s _____	
11.	<u>Legal Assistance*</u>		Goal # <u>1</u>	
	Units of Service <u>15,935</u> (1-Hour)		Objective #s <u>1.5</u>	
			Objective #s _____	
			Objective #s _____	
12.	<u>Nutrition Education</u>		Goal # <u>4</u>	
	Units of Service <u>15,235</u> (1-Session)		Objective #s <u>4.2</u>	
			Objective #s _____	
			Objective #s _____	

*Indicates Title III B Priority Services

13.	<u>Information and Assistance (Access)*</u>	Goal # <u>3, 5</u>	
	Units of Service <u>22,884</u> (1-Contact)	Objective #s	<u>3.9</u>
		Objective #s	<u>5.1</u>
		Objective #s	
<hr/>			
14.	<u>Outreach (Access)*</u> N/A	Goal # _____	
	Units of Service _____ (1-Contact)	Objective #s	_____
		Objective #s	_____
		Objective #s	_____
<hr/>			
15.	<u>"Other"</u>		
	<u>Title III Services</u> (Specify services not reported under NAPIS categories 1 - 14)		
	<u>Medication Management</u>	Goal # <u>3, 4</u>	
		Objective #s	<u>4.2</u>
		Objective #s	<u>3.6</u>
		Objective #s	_____
	<u>Disease Prevention</u>	Goal # <u>3</u>	
		Objective #s	<u>3.6</u>
		Objective #s	_____
		Objective #s	_____
	<u>Community Services</u>	Goal # <u>2</u>	
		Objective #s	<u>2.6</u>
		Objective #s	_____
		Objective #s	_____
	_____	Goal # _____	
		Objective #s	_____
		Objective #s	_____
		Objective #s	_____
	_____	Goal # _____	
		Objective #s	_____
		Objective #s	_____
		Objective #s	_____

*Indicates Title III B Priority Services

Ombudsman Services (Title III/VII A)

Goal # 4

Objective #s 4.2

Objective #s

Objective #s

Total number of cases to be closed 5,009

Training for Ombudsman staff and volunteers

Number of sessions 169

Number of hours 593

Total number of trainees 819

Resident visitation (other than in response to complaints)

Number of SNFs to visit 942

Number of RCFEs to visit 640

Elder Abuse Prevention (Title VII B)

Goal # 5

Objective #s 5.1

Objective #s

Objective #s

Units of Service 2,770

TITLE V Service Unit Plan: 2002-03
Second Year of the 2001-2005 Four-Year Planning Period

The Goals and Objectives column relates the Title V funded service/program to an Area Plan goal and objective statement. A goal and/or objective is required for each AAA that receives Title V Program funds. Detailed enrollee slots and funding are found in the Title V Planning Estimate.

If a Strategic Plan is submitted as the Area Plan update, identify the location in the Strategic Plan of the goal and objective(s) for each program.

<u>Program Title</u>	<u>Goal and Objective Required</u>
1. <u>SCSEP</u> # of Slots <u>271</u>	Goal # <u>#4</u> Objective #s <u>4.5</u> Objective #s _____

The minimum requirements for the program are to serve 140 percent of authorized slots and to transition 25 percent of authorized slots into unsubsidized employment. Sample goals might relate to how many enrollees will be served or transition into unsubsidized employment over the minimum. Listed below are sample objectives.

Sample objectives:

- Recruit, orient, and place 10 new enrollees in the program by June 30, 2002.
- 25% of newly enrolled Title V participants will attend job search workshops through the One-Stop Career Centers by December 31, 2001.
- Establish five new light industrial host sites to expand and enhance vocational opportunities for enrollees by June 30, 2002.
- Implement an approved Memorandum of Understanding (MOU) between all One-Stop Career Centers and the AAA by June 30, 2002.
- Implement an approved MOU between the Local Workforce Investment Board and the AAA by June 30, 2002.

Community-Based Services Programs (CBSP) Service Unit Plan: 2002-03
Second Year of the 2001-2005 Four-Year Planning Period

The Goals and Objectives column relates each CBSP funded service/program to an Area Plan goal and objective statement. A goal and/or objective is required for each CBSP program funded. Detailed service units are found in the Community-Based Services Programs Budget (CDA 263), on page 5 Performance Estimates.

If a Strategic Plan is submitted as the Area Plan Update, identify the location in the Strategic Plan of the goal and objective(s) for each program.

<u>Program Title</u>	<u>Goals and Objectives (Required)</u>
Alzheimer's Day Care Resource Center (ADCRC)	Goal #: <u>2, 4</u> Objective #s: <u>4.2</u> Objective #s: <u>2.2</u> Objective #s: _____ 1. Caregiver Support Sessions: <u>214</u> 2. In-service Training Sessions: <u>304</u> 3. On-site Training Sessions: <u>73</u>
Brown Bag Program	Goal #: _____ Objective #s: _____ Objective #s: _____ Objective #s: _____ 1. Unduplicated Persons Served: _____ 2. Pounds of Food Distributed: _____ 3. Volunteers: _____ 4. Volunteer Hours: _____ 5. Distribution Sites: _____
Respite Program	Goal #: <u>1, 4</u> Objective #s: <u>4.2</u> Objective #s: <u>1.5</u> Objective #s: _____
Respite Registry	1. Unduplicated Clients: <u>572</u> 2. Successful Matches: <u>510</u>

Non-Linkages Respite Purchase of Service

1. Families Served (Unduplicated): 72
2. Respite Hours Provided: 1165

Linkages Respite Purchase of Service

1. Families Served (Unduplicated): 68
2. Respite Hours Provided: 119

Linkages

Goal #: 3, 4
Objective #s: 4.1
Objective #s: 3.6
Objective #s: _____

1. Annual Number of Unduplicated
Clients Served: 4509
2. Active Monthly Caseload: 654

Foster Grandparent Program

Goal #: _____
Objective #s: _____
Objective #s: _____
Objective #s: _____

1. Volunteer Service Years (VSY): _____
2. Volunteer Hours: _____
3. Senior Volunteers: _____
4. Children Served: _____

Senior Companion Program

Goal #: _____
Objective #s: _____
Objective #s: _____
Objective #s: _____

1. Volunteer Service Years (VSY): _____
 2. Volunteer Hours: _____
 3. Senior Volunteers: _____
 4. Seniors Served: _____
-

**Health Insurance
Counseling and Advocacy
Program (HICAP)**

Goal #: 2
Objective #s: 2.2
Objective #s: _____
Objective #s: _____

1. Community Presentations: 167
2. Attendees at Presentations: 6000
3. Persons Counseled: 5076
4. Registered Counselors for the Year: 40
5. Registered Long-Term Counselors: 14
6. Number of Community Educators: 2
7. Active Monthly Registered Counselors: 28

**HICAP Legal (if providing)
Representation Services**

Goal #: 2
Objective #s: 2.2
Objective #s: _____
Objective #s: _____

1. Clients Served: 484
 2. Hours: 653
-

APPENDIX I
2001-2005 Area Plan
AAA Services Matrix

PSA 19

FY 2002-03

Instructions:

1. Indicate under the appropriate funding column on the Service Matrix each OAA and CBSP program/service the AAA provides by entering a "D" if a direct service, "C" if contracted, and "D/C" if both.
2. The "Other" column is used to identify funds from other sources, e.g., local government agencies, private funding, and grants.
3. If a Title III/III or CBSP program has been checked as a direct service, complete Appendix IA, IB, and/or IC.
4. Optional: The "Funding Amount" column may be used to indicate all funds from any source used to provide the program/service.

OAA Programs	Funding Sources							Funding Amount (Optional)
	III B	III C	III D	V	VII	State	Other	
Adult Day Care/Health	C							
Assisted Transportation								
Case Management	C					C	C	
Chore	C							
Community Services/Senior Center Management	C&D		D				D	
Consumer								
Congregate Meals		C						
Disease Prevention			D					
Elder Abuse Prevention	C				C			

OAA Programs	Funding Sources							Funding Amount (Optional)
	III B	III C	III D	V	VII	State	Other	
Employment				C				
Health								
Home Delivered Meals		C						
Homemaker	C							
Home Repair								
Housing								
Information & Assistance	D						D	
In-Home Respite								
Legal Assistance	C							
Medication Management								
Mental Health								
Minor Home Modification								
Nutrition Counseling		C	C					
Nutrition Education		C	C					
Ombudsman	C				C			
Outreach								
Personal Care	C							

OAA Programs	Funding Sources							Funding Amount (Optional)
	III B	III C	III D	V	VII	State	Other	
Program Development & Coordination	D							
Security/Crime								
Senior Center Renovation/								
Transportation								
Visiting								

Community-Based Services Programs	Funding Sources							Funding Amount (Optional)
	III B	III C	III D	V	VII	CBSP	Other	
ADCRC	C					C		
Brown Bag								
Foster Grandparent								
HICAP						C		
Linkages						C*		
Respite Purchase of Service						C		
Respite Registry	C					C		
Senior Companion								

* Part of the Integrated Care Management Program

APPENDIX IA

NOTICE OF INTENT FOR AREA AGENCY ON AGING TO PROVIDE SPECIFIED OLDER AMERICANS ACT SERVICES

CDA has determined that provision of the specific Title III and Title VII services listed below is considered to be part of the function of an AAA. (California Code of Regulations, Article 3, §7320.)

On the basis of completion of Appendix IA, the AAA will receive authorization to provide these services for the years checked below.

Check all applicable Services

☒ Title III B
Information and Assistance
(formerly Information and Referral) ___ FY 2001-02 x FY 02-03 x FY 03-04 x FY 04-05

☐ Title III B
Case Management ___ FY 2001-02 ___ FY 02-03 ___ FY 03-04 ___ FY 04-05

☒ Title III B
Program Development
and Coordination x FY 2001-02 x FY 02-03 x FY 03-04 x FY 04-05

☒ Title III D
Disease Prevention
and Health Promotion ___ FY 2001-02 x FY 02-03 ___ FY 03-04 ___ FY 04-05

☐ Title VII
Prevention of Elder Abuse,
Neglect, and Exploitation ___ FY 2001-02 ___ FY 02-03 ___ FY 03-04 ___ FY 04-05

- Describe the methods that will be used to assure that target populations will be served throughout the PSA. (Attach additional documentation, as needed.)

The department 's staffs responsible for carrying on PD & C and Title V tasks are multilingual and multicultural, and are committed to meeting the service needs of the targeted population in the PSA.

APPENDIX IB

REQUEST FOR APPROVAL TO PROVIDE TITLE III DIRECT SERVICES Older Americans Act, Section 307(a)(8) California Code of Regulations, Article 3, §7320(c)

Complete a separate Appendix IB for each type of Title III service for which the AAA is requesting to provide as a direct service. (Do not include services identified in Appendix IA.)

Type of Service: Community Service

- Basis of Request for Waiver:

Necessary to Assure an Adequate Supply of Services

-OR-

☒ Comparable Quality is More Economical if Provided by the AAA

- Check each applicable Fiscal Year:

 x FY 2001-02 x FY 2002-03 x FY 2003-04 x FY 2004-05

- Summarize the process followed and the facts that support this request. Also list the documentation available and add an asterisk next to the items that are provided as attachments.

The Los Angeles County Area Agency on Aging requests a waiver to continue provision of Community Services at three County-owned multipurpose senior center facilities on the basis of more economical provision of services, per CDA PM 86-60(P).

The AAA uses OAA funds to operate three multipurpose senior centers within the County, located in the communities of Altadena, Lancaster, and Willowbrook. The centers are staffed by a small core of professionals, supported by volunteers. These senior centers are focal points for senior activity within their communities. Services offered at the senior centers include information and assistance, outreach, activity scheduling, nutrition, reduced fare bus passes, and other recreational and educational activities and services, totaling 31,350 contacts annually. The three senior centers are partially funded within \$512,870 in OAA funds and \$283,417 in County General funds.

APPENDIX IB, Continued

With regard to the quality of services, the large number of older adults who continue to use the services is an indication of the effectiveness of the services provided. The Area Agency on Aging regularly receives feedback regarding the quality of services from the senior advisory councils associated with each center. These advisory councils are highly supportive of the level of services provided and the commitment of assigned staff.

APPENDIX II

PUBLIC HEARINGS

Conducted for the 2002-03 Planning Period

California Code of Regulations, Title 22, Article 3, §7302(a)(10) and §7308

- Place an asterisk beside the hearing(s) where the Area Plan was presented in a language other than English and/or a translator was used.
- Indicate any hearing held at a long-term care facility by entering (LTC) after the appropriate location.

The following eight community forums were convened in fiscal year 2001-02, with great impact on the Fiscal Year 2002-03 Update to the 2001-05 Area Plan:

<u>*Location</u>	<u>Date</u>	<u>Number Attending</u>
**Oldtimers Foundation Family Center, Auditorium 3355 E. Gage Avenue, Huntington Park, CA 90255	6/17/02	100
**City of Culver City, Garden Room 4153 Overland Avenue, Culver City, CA 90230	6/18/02	40
Wardlow Park, Auditorium 3457 Stansbridge Avenue, Long Beach, CA 90807	6/19/02	35
**Boyle Heights Senior Center, Auditorium 2839 East Third Street, Los Angeles, CA 90033	6/20/02	100
***Steinmetz Senior Center, Auditorium 1545 Stimson Avenue, Hacienda Heights, CA 91745 Chinese	6/21/02	40
Northridge Hospital, Education Auditorium 18300 Roscoe Blvd., Northridge, CA 91328	6/24/02	30
Antelope Valley Senior Center, Auditorium 777 West Jackman, Lancaster, CA 93543	6/25/02	55
**Willowbrook Senior Center, Community Room 12915 Jarvis Street, Los Angeles, CA 90061	6/26/02	75

1. Discuss outreach efforts used in seeking input from institutionalized, homebound, and/or disabled older individuals.

Mass mailings announcing the public forums were distributed widely including distribution at senior centers, service centers, OAA providers, churches, universities, etc. The public forums announcements were also publicized in ethnic newspapers including, Spanish, Chinese, Japanese, and Korean languages. In addition to mass mailing, the information about the forums were sent out via fax and e-mail.

*English/Spanish interpretation was available in all forums, and provided in forums identified with (**)

***Chinese interpretation provided (interpretation services for other languages were available on request)

(continued)

Public Hearings (Appendix II, continued)

2. Were proposed expenditures for Program Development and Coordination discussed at the hearing?

☐ Yes

☐ No

☒ Not Applicable

3. Summarize the comments received concerning proposed expenditures for Program Development and Coordination, if applicable.

N/A

4. Were all interested parties notified of the public hearing and provided the opportunity to testify regarding the establishment of minimum percentages for adequate proportion in the PSA?

☐ Yes

☐ No

☒ Not Applicable

5. Summarize the comments received concerning the establishment of minimum percentages for adequate proportion.

N/A

6. Summarize other major issues discussed or raised at the public hearings.

The eight community forums convened during the month of June 2002 provided AAA an opportunity to collect the following consumers' concerns and suggestions, which will assist AAA and its partners in finalizing the Long-Term Care Strategic Plan:

- Educate physicians
- Send information in mail inserts such as water bills, property tax, paychecks, etc.
- Mental health connection for homeless seniors
- Identify service gaps in transportation
- Mobile medicine outreach to provide health care
- Include best practice models for mental health such as FACTS/Long Beach, and Village USA [DMH contractor]
- Assisted living model to improve the quality of housing for older adults and disabled
- Need to keep pets at home
- End of life issues
- Training of future professionals with the help of higher education institutes
- Problem with public transportation, such as MTA and lack of customer service (e.g., rude drivers, don't pick up riders)

- Expand public housing in more convenient locations (e.g., near public transportation, safe neighborhood)
- Problems healthcare and transportation (e.g., closure of Antelope Valley Hospital and exacerbation of transportation, people would have to travel over forty miles to reach closest public medical facility)
- Consider Mobile Medicine Outreach Van as model Antelope Valley area
- Urban vs. rural areas-availability of more monies for rural areas
- Stealing of identities (identity theft/fraud) including fraud prevention
- How does Antelope Valley Transportation Authority and Foothill Transportation Authority fit into plan
- Need awareness network such as media contacts, community consortia, etc.
- Include local community colleges/school districts instruction in ESL and related programs
- If we do not have access to healthcare, we will not need LTC (concerns regarding proposed DHS clinic and hospital closures)
- Lead and shared responsibility for transportation problems (include MTA contractors)
- Assessment of needs in strategic plan-assessment must be local/community-based; rhetoric vs. reality-will the plan get implemented
- Include elderly as community resources
- Include private sector in plan
- Include health prevention and promotion plus alternative medicine
- Emphasize in the plan coordination, collaboration, and changing the mindset
- Start the strategic plan with a preventive care emphasis
- Adult education priorities-CA Education Master Plan proposes to merge adult education into community colleges
- Do not exclude the blind/visually impaired from SP implementation.

7. List major changes in the Area Plan resulting from input by attendees at the hearings.

Based on consumer input gathered at the eight community forums convened in June 2002, adjustments were made to the Long Term Care Strategic Plan in major need areas such as, health and social services, accessibility to and quality of services, and service coordination. Upon approval of the LTCSP by the County Board of Directors, the goals and objectives will be integrated into the Area Plan.

APPENDIX IX

HOMELESS OLDER INDIVIDUALS

Purpose: The Governor has requested that state agencies incorporate homelessness prevention as an integral part of the mission within each department. The California Department of Aging will focus on homeless older individuals. The information requested in this Appendix will assist the Department in identifying the federal, State, and local programs available to California's aging homeless population and the role, of the AAA in this effort.

Definition of Homeless: A person without a fixed residence, who is dependent on shelters, empty buildings, benches, old automobiles, or a friend's couch, for a place to sleep.

- Is the AAA aware of local programs that assist older homeless individuals? If yes, please describe each program, and include services that link housing assistance with other critical services.

In December of 1993, the Los Angeles County Board of Supervisors and the Mayor and City Council of Los Angeles created the Los Angeles Homeless Services Authority (LAHSA). LAHSA provides funding and guidance for a vast network of local, non-profit agencies with missions to help people leave homelessness permanently. These agencies are dedicated to providing as much assistance as possible to help homeless persons with housing, case management, counseling, advocacy, substance abuse programs, and other specialized services.

Transitional and permanent programs funded by LAHSA assist people who are ready to move beyond emergency shelter into a more independent living situation. Transitional programs allow individuals and families to further develop the stability, confidence, and coping skills needed to sustain permanent housing. Some transitional program participants often live in apartment-style living quarters while other agencies place people into group house settings where several families or individuals share in household maintenance. LAHSA's centrally located Downtown Drop-In Center for example, accommodates hundreds of people each day, 24 hours a day, seven days a week. The Center provides immediate, emergency services including: 8-hour respite beds, showers, storage, case management, and counseling. The Center has a warm and open atmosphere that encourages homeless people to take advantage of its services.

The AAA's Integrated Care Management Program's purchase of service component enables care managers to authorize payment to prevent eviction when no other resources are available. In addition, one ICM agency, Single Room Occupancy Housing (SRO) targets homeless individuals and is able to provide short term housing

to homeless clients while providing other care management services to promote long term stability and independence.

- Is the AAA involved with efforts to target older homeless individuals? If yes, please describe.

One of the critical issues identified by the LTCSP process is the need for more affordable housing. The participation of LAHSA in the strategic planning process resulted in the inclusion of several recommendations pertaining to homelessness in the LTCSP. One example is objective 3.8: "Collect, update, and disseminate information about housing availability and eligibility to every public private agency servicing older adults and adults with disabilities; to be accomplished by June 30, 2003".

- Describe barriers the AAA has encountered in locating and assisting the older homeless.

The major barrier to locating and assisting older homeless adults is the fact that similar to other homeless populations, most homeless older adults and adults with disabilities live a transient life, which makes outreach and follow up very difficult.

- Please identify by title and/or number the goals and objectives in the Area Plan Update that relate to services that assist the older homeless individuals.

The Fiscal Year 2002-03 Update includes the following objectives in response to the problem of homelessness of older adults:

- 3.9 Develop a rent-to-prevent-eviction program that specifically targets at-risk older adults and adults with disabilities; to be accomplished by June 30, 2003.
- 3.10 Prepare an action plan to increase the number of emergency, transitional, and permanent housing units required to meet the current and projected needs of homeless older adults and adults with disabilities; to be accomplished by June 30, 2003.

AREA PLAN BUDGET

AREA AGENCY ON AGING COMMUNITY & SENIOR SERVICES

BUDGET PERIOD 07/01/2002 - 06/30/2003

☒ ORIGINAL BUDGET

PSA NO. 19

☐ REVISION NUMBER:

DATE 06/02/2002

3

I hereby certify to the best of my knowledge and belief that this Area Plan Budget reflects the necessary, reasonable, and allowable costs to attain the objectives and goals expressed in the Area Plan. I further certify that this budget was reviewed by the Advisory Council and approved by the Board of Directors; that the budget was available for review by all interested parties and that the amounts displayed are accurate and correct including supporting schedules.

SIGNATURE OF AREA AGENCY DIRECTOR

PRINTED NAME

DATE

MIKE EARLEY

6/2/2002

AAA-BASED TEAM ANALYST

FOR STATE USE ONLY

DATE

TEAM WORK

DATE

7/12/02

7/15/02

BUDGET SUMMARY - BUDGETED COSTS

TITLE III AND VII PROGRAMS

BUDGET PERIOD: 07/01/2002-06/30/2003		[X] ORIGINAL [] REVISION NO.:		GRANT NO.: FF 0203-19		DATE: 06/02/2002		PSA NO.: 19	
COST CATEGORIES		(a) Total Amount Budgeted	(b) Area Plan Admin	(c) III B Supportive Svcs	(d) III C-1 Congregate Nutr	(e) III C-2 Home Del Nutr	(f) III D Disease Prev	(g) VII Ombudsman	(h) VII Elder Abuse Prev
1. Personnel (+)	CASH	1,277,726	464,502	813,224					
	IN-KIND	0							
2. Staff Travel (+)	CASH	8,000	8,000						
	IN-KIND	0							
3. Staff Training (+)	CASH	2,500	2,500						
	IN-KIND	0							
4. Equipment (+)	CASH	6,500	6,500						
	IN-KIND	0							
5. Consultants (+)	CASH	0							
	IN-KIND	0							
6. Food Costs (+)	CASH	0							
	IN-KIND	0							
7. Other Costs (+)	CASH	1,249,364	628,634	620,730					
	IN-KIND	0							
8. DIRECT AREA	CASH	2,544,090	1,110,136	1,433,954	0	0	0	0	0
9. AGENCY COSTS (-)	IN-KIND	0	0	0	0	0	0	0	0
10. TOTAL AREA	CASH	2,736,169	1,302,215	1,433,954	0	0	0	0	0
11. AGENCY COSTS (-)	IN-KIND	177,566	177,566	0	0	0	0	0	0
12. Cost of Contracted Services (+)	CASH	21,618,536		6,078,094	9,230,346	5,586,816	421,560	204,980	96,740
	IN-KIND	5,133,305		628,172	3,625,293	869,833	8,301	16,560	5,146
13. TOTAL AREA	CASH	24,354,705	1,302,215	7,512,048	9,230,346	5,586,816	421,560	204,980	96,740
PLAN COSTS (-)	IN-KIND	5,330,871	177,566	628,172	3,625,293	869,833	8,301	16,560	5,146
13. TOTAL CASH & IN-KIND		29,685,576	1,479,781	8,140,220	12,855,639	6,456,649	429,861	221,540	101,886

TITLE III AND VII PROGRAMS

BUDGET PERIOD: 07/01/2002-06/30/2003				GRANT NO.: FF 02032-19				DATE: 06/02/20		PSA NO.: 19	
SECTION A				(X) ORIGINAL () REVISION NO.:				(g) VII		(h) VII	
FUNDING SOURCES				(a) Total Amount Budgeted	(b) Area Plan Admin	(c) III B Supportive Svcs	(d) III C-1 Congregate Nur	(e) III C-2 Home Del Nutr	(f) III D Disease Prev	Ombudsman	Elder Abuse Prev
1. Grant Related Income	CASH			3,048,147		79,566	1,960,373	1,008,006	200		
2. USDA	CASH			1,544,349			1,047,152	497,197			
3. Non-Matching Contributions	CASH			313,157		127,452	160,217	24,988			
4. State Funds	IN-KIND			255,938		23,776	184,478	47,684			
5. Matching Contributions	CASH			1,774,884	3,322	793,391	447,821	486,544	13,867	26,195	3,744
6. Federal Funding	CASH			4,006,940	192,079	1,684,173	1,310,594	672,801	110,300	27,693	9,300
	IN-KIND			5,074,933	177,566	604,396	3,440,815	822,149	8,301	16,560	5,146
	CASH			13,667,228	1,106,814	4,827,466	4,303,687	2,897,280	297,193	151,092	83,696
7. TOTAL AREA	CASH			24,354,705	1,302,215	7,512,048	9,230,346	5,586,816	421,560	204,980	96,740
PLAN FUNDING	IN-KIND			5,330,871	177,566	628,172	3,625,293	869,833	8,301	16,560	5,146
8. TOTAL CASH & IN-KIND				29,685,576	1,479,781	8,140,220	12,855,639	6,456,649	429,861	221,540	101,886

SECTION B

MINIMUM MATCHING REQUIREMENTS

ITEM	(a) Area Plan Admin	(b) Title III Programs	(c) Total
1. Costs to be Matched	1,476,459	20,979,155	22,455,614
2. Required Matching Percentages	25%	10.53%	
3. Minimum Required Match	369,115	2,209,103	2,578,220
4. Required Local Public Agencies Matching = Line 3 x 25%			644,555

SECTION C

AREA PLAN ADMINISTRATION
MATCHING CONTRIBUTIONS

LOCAL PUBLIC AGENCIES MATCHING CONTRIBUTIONS (Local Public Agencies Must Contribute At Least 25% of Total Minimum Match)				SECTION D	
Source	Cash	In-Kind	Total	Source	Total
L. A. COUNTY	192,079	177,566	369,645	CONTRACTED AGENCIES	972,663
					825,555
					1,798,218
					0
					0
					0
					0
					0
5. TOTAL	192,079	177,566	369,645	6. TOTAL	972,663
					825,555
					1,798,218

COSTS TO BE MATCHED INSTRUCTIONS:
Area Plan Admin Costs to be Matched Calculation:
Pg 1 col (b) Line 13 minus Pg 2 col (b) Lines 1 through 3

Title III Programs Costs to be Matched Calculation:
Pg 1 Line 13 col (c) + col (d) + col (e) + col (f)
minus Pg 2 Lines 1 through 4 col (c), col (d), col (e), & col (f)

NOTE: Title III Match May be Pooled to Meet Minimum Match Requirement

Department of Aging

PSA NO.: 19

SECTION C

TRANSFER OF FUNDS AND USDA ADJUSTMENTS

Fund	Current Budget	Increase	Decrease	New Budget Display
1. III B Admin	451,009			451,009
2. III C-1 Admin	439,747			439,747
3. III C-2 Admin	216,058			216,058
4. III B Ombudsman	219,787			219,787
5. III B Program	4,505,893	101,786		4,607,679
6. III C-1 Program	4,896,822		593,135	4,303,687
7. III C-2 Program	2,405,931	491,349		2,897,280
8. State B Ombudsman	593,165			593,165
9. State B Program	200,226			200,226
10. State C-1 Congr Admin	2,624			2,624
11. State C-1 Congr Program	447,821			447,821
12. State C-2 Home Del Admin	698			698
13. State C-2 Home Del Program	486,544			486,544
14. State D Disease Prev	13,867			13,867
15. State VII Ombudsman	26,195			26,195
16. State VII Elder Abuse Prev	3,744			3,744
17. C-1 USDA	1,047,152			1,047,152
18. C-2 USDA	497,197			497,197
SECTION D				
USDA ENTITLEMENT				
Congregate Nutrition	Number of Senior Meals	Rate	Entitlement Amount	
1. July 1 to Sept 30	391,664	0.53	207,582	
2. Oct 1 to June 30	1,584,094	0.53	839,570	
3. One-Time-Only USDA				
4. Total C-1 USDA	1,975,758		1,047,152	
Home Delivered Nutrition	Number of Senior Meals	Rate	Entitlement Amount	
5. July 1 to Sept 30	255,751	0.53	133,938	
6. Oct 1 to June 30	685,357	0.53	363,239	
7. One-Time-Only USDA				
8. Total C-2 USDA	938,108		497,197	

SCHEDULE OF PAID PERSONNEL COSTS

TITLE III AND VII PROGRAMS-ADMIN & DIRECT SERVICES

BUDGET PERIOD: 07/01/2002-06/30/2003				[X] ORIGINAL [] REVISION NO.:				GRANT NO.: FF 02032-19				DATE: 06/02/2002		PSA NO.: 19		
POSITION TITLE	%	Admin	%	Direct III B	Direct III C-1	%	Direct III C-2	%	Direct III D	Direct VII Omb	%	Direct VII EAP	%	Total Title III & VII	%	Non- Title III & VII
Assistant Director	20%	22,241	30%	33,362									50%	55,603	50%	55,602
Program Manager	20%	19,246											20%	19,246	80%	76,983
Program Manager	20%	19,246	25%	24,057									45%	43,303	55%	52,926
Program Manager			10%	9,623									10%	9,623	90%	86,606
Admin Svcs Manager	15%	10,059											15%	10,059	85%	57,001
Proj Supv	15%	9,985	20%	13,314									35%	23,299	65%	43,270
Proj Supv	15%	9,985	45%	29,956									60%	39,941	40%	26,628
Proj Supv	10%	6,657	45%	29,956									55%	36,613	45%	29,956
Comm Ctr Dir I			100%	59,433									100%	59,433		
Comm Ctr Dir II			75%	49,682									75%	49,682	25%	16,560
Comm Ctr Dir II			70%	46,369									70%	46,369	30%	19,873
CSA III			10%	6,213									10%	6,213	90%	55,921
CSA III	20%	12,427	35%	21,747									55%	34,174	45%	27,960
CSA III	15%	9,320											15%	9,320	85%	52,814
CSA II	100%	55,739											100%	55,739		
CSA II	15%	8,361											15%	8,361	85%	47,378
PAGE																
TOTAL		183,266		323,712	0		0		0	0		0		506,978		649,478

SCHEDULE OF PAID PERSONNEL COSTS

Department of Aging

TITLE III AND VII PROGRAMS-ADMIN & DIRECT SERVICES

BUDGET PERIOD: 07/01/2002-06/30/2003					[X] ORIGINAL [] REVISION NO.:					GRANT NO.: FF 02032-19				DATE: 06/02/2002		PSA NO.: 19		
POSITION TITLE	%	Admin	%	Direct III B	%	Direct III C-1	%	Direct III C-2	%	Direct III D	%	Direct VII Omb	%	Direct VII EAP	%	Total Title III & VII	%	Non- Title III & VII
CSA II			20%	11,148											20%	11,148	80%	44,591
CSA II			40%	22,296											40%	22,296	60%	33,443
CSA II			20%	11,148												11,148	80%	44,591
CSA II	15%	8,361													15%	8,361	85%	47,378
CSA II	20%	11,148													20%	11,148	80%	44,591
CSA II	100%	55,739													100%	55,739		
CSA II	15%	8,361													15%	8,361	85%	47,378
CSA II			40%	22,296											40%	22,296	60%	33,443
CSA II			45%	25,083											45%	25,083	55%	30,656
CSA II			40%	22,296											40%	22,296	60%	33,443
CSA II			100%	55,739											100%	55,739		
CSA I	15%	7,502													15%	7,502	85%	42,508
Comm.Ctr Spec II			100%	48,440											100%	48,440		
Comm.Ctr Spec I			50%	18,482											50%	18,482	50%	18,482
PAGE																		
TOTAL		91,111		236,928		0		0		0		0		0		328,039		420,504

SCHEDULE OF PAID PERSONNEL COSTS

TITLE III AND VII PROGRAMS-ADMIN & DIRECT SERVICES

BUDGET PERIOD: 07/01/2002-06/30/2003				[X] ORIGINAL [] REVISION NO.:				GRANT NO.: FF 02032-19				DATE: 06/02/2002		PSA NO.: 19				
POSITION TITLE	%	Admin	%	Direct III B	%	Direct III C-1	%	Direct III C-2	%	Direct III D	%	Direct VII Omb	%	Direct VII EAP	%	Total Title III & VII	%	Non-Title III & VII
Accounting Officer II	10%	6,153													10%	6,153	90%	55,375
Accountant III	15%	7,707	10%	5,138											25%	12,845	75%	38,535
Accountant II	50%	22,954													50%	22,954	50%	22,954
Accountant II	15%	6,886													15%	6,886	85%	39,022
Sr Secretary II	15%	6,638													15%	6,638	85%	37,615
Sr Secretary II	40%	17,701													40%	17,701	60%	26,552
Secretary II			10%	3,547											10%	3,547	90%	31,919
Management Sec III	15%	7,803													15%	7,803	85%	44,217
Staff Asst II	15%	7,090	30%	14,180											45%	21,270	55%	25,997
Light Bus Driver			100%	28,768											100%	28,768		
Neighborhood Worker (2)			100%	13,284											100%	13,284		
																0		
																0		
																0		
																0		
PAGE TOTAL		82,932		64,917		0		0		0		0		0		147,849		322,186
TOTAL SALARIES EMPLOYEE BENEFITS		357,309		625,557		0		0		0		0		0		982,866		1,392,168
TOTAL PAID PERSONNEL		107,193		187,667		0		0		0		0		0		294,860		417,650
		464,502		813,224		0		0		0		0		0		1,277,726		1,809,818

SCHEDULE OF IN-KIND PERSONNEL COSTS

TITLE III AND VIII PROGRAMS-ADMIN & DIRECT SERVICES

[illegible]

SCHEDULE OF SUPPORTIVE SERVICES (III B)

BUDGET PERIOD: 07/01/2002-06/30/2003		[X] ORIGINAL [] REVISION NO.:		GRANT NO.: FF 02032-19		DATE: 06/02/2002		PSA NO.: 19	
PROGRAMS	(a) Total Budgeted Costs	(b) Grant Related Income	(c) Non-Matching Contributions		(e) State Funds	(f) Matching Contributions		(h) Federal Share	
			(c) Cash	(d) In-Kind		(f) Cash	(g) In-Kind		
PART I DIRECT SERVICES									
Program Development	346,836								346,836
Coordination	170,831								170,831
Senior Centers	816,287					283,417			532,870
I & A	20,000								20,000
CASE	80,000								80,000
TOTAL DIRECT III B SERVICES	1,433,954	-	-	-	-	283,417	-	-	1,150,537
PART II CONTRACTED SERVICES									
Personal Care (In-Home)*	941,073	45,127	1,000	2,744		323,036	87,569		481,597
Homemaker (In-Home)*	1,189,322	12,919		7,287		317,604	102,308		749,204
Chore (In-Home)*	277,641			1,260		40,985	68,364		167,032
Adult Day/Health Care	34,271					1,200			33,071
Case Management (Access)*	2,045,523	5,942	104,752	12,185		276,304	110,340		1,536,000
Assisted Transportation (Access)*									-
Transportation (Access)*									-
Legal Assistance*	897,880	12,318				356,087	69,706		459,769
Information & Assistance (Access)*									-
Outreach (Access)*									-
Other Services:									-
a. Housing									-
b. Alzheimer's (In-Home)*									-
c. Security/Crime									-
d. Health	191,089	3,260	3,806	300	99,168	32,599	51,956		-
e. Mental Health									-
f. Comm Svcs/Senior Center Mgt	216,787		17,894		101,058	33,522	33,844		30,469
g. Employment									-
h. Consumer									-
i. Visiting (In-Home)*									-
j. In-Home Respite (In-Home)*									-
k. Minor Modification (In-Home)*									-
l.									-
Ombudsman	912,680				593,165	19,419	80,309		219,787
TOTAL CONTRACTED SERVICES	6,706,266	79,566	127,452	23,776	793,391	1,400,756	604,396		3,676,929
TOTAL SUPPORTIVE SERVICES	8,140,220	79,566	127,452	23,776	793,391	1,684,173	604,396		4,827,466

SCHEDULE OF NUTRI...JN (III C-1 & III C-2) &
DISEASE PREVENTION (III D) PROGRAMS

BUDGET PERIOD: 07/01/2002-06/30/2003		[X] ORIGINAL [] REVISION NO.:		GRANT NO.: FF 02032-19		DATE: 06/02/2002		PSA NO.: 19		
PROGRAMS	(a) Total Budgeted Costs	(b) Grant Related Income	(c)	Non-Matching Contributions		State Funds	Matching Contributions		(i) Federal Share	
				USDA	(d) Cash		(e) In-Kind	(g) Cash		(h) In-Kind
III C-1										
Congregate Meals	12,832,119	1,960,375	1,047,152	160,717	184,478	447,821	1,310,594	3,440,815	4,280,167	
Nutrition Counseling										
Nutrition Education	23,320								23,320	
Total III C-1	12,855,639	1,960,375	1,047,152	160,717	184,478	447,821	1,310,594	3,440,815	4,303,687	
III C-2										
Home Delivered Meals	6,449,399	1,008,006	497,197	24,988	47,684	486,544	672,801	822,149	2,890,030	
Nutrition Counseling										
Nutrition Education	7,250								7,250	
Total III C-2	6,456,649	1,008,006	497,197	24,988	47,684	486,544	672,801	822,149	2,897,280	
III D										
Nutrition Counseling	130,147	200				13,867	39,181	2,767	74,132	
Nutrition Education	112,457						35,359	2,767	74,131	
Disease Prev & Health Promotion	112,458						35,360	2,767	74,131	
Medication Management	74,799								74,799	
Total III D	429,861	200	0	0	0	13,867	110,300	8,301	297,193	

COUNTY OF LOS ANGELES – AREA AGENCY ON AGING

**FY 2003-2004 UPDATE
to the
2001-2005 AREA PLAN (PSA 19)**

Under the Older Americans Act and the Older California Act

**PSA 19 Area Plan Update
for Fiscal Year 2003-04**

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THE 2003-04 AREA PLAN UPDATE CHECKLIST

Mark the boxes next to the items completed, as applicable.

1. Instructions

- ☒ All updated information is provided on single-sided sheets.
- ☒ All updated pages are numbered and dated in a way that preserves the continuity of the 2001-2005 Four Year Area Plan, (e.g., additions to page 12 would continue as page 12a, page 12b, page 12c, etc).
- ☒ Provide an original and two copies of the entire Area Plan Update; the Area Plan Update Checklist, and all updated material.

2. Transmittal Letter

- ☒ The Transmittal Letter signed by the AAA Director, Chair of the Advisory Council, and Chair of the Governing Board is attached (place the transmittal Letter behind the cover page of your Area Plan Update).

OR

- ☐ The Transmittal Letter will be submitted by _____ (date).

3. Strategic Plan

- ☐ A Strategic Plan was submitted as the Area Plan Update.
- ☐ The Strategic Plan Cross-Reference Index was completed. (See Area Plan Update Required Components Table).

4. Narrative Description of Relevant Changes

- ☒ The Narrative Description of Relevant Changes to the area plan is attached and includes the page number(s) of:
 - ☒ Sections of the area plan that have been amended.
 - ☐ Goals that are new, revised, or deleted. N/A
 - ☒ Objectives that are new, revised, or deleted.
 - ☒ Rationale for continuing or deleting Program Development and Coordination Objectives.

- ☐ Needs assessment findings, which have influenced the AAA's planned direction, since the last area plan update: N/A
- ☐ Needs assessment activities planned for the upcoming year. N/A
- ☐ Discussion of other major changes, which may include but are not limited to:
 - Changes in the Planning and Service Area (PSA) or its demographics.
 - Changes in the Area Agency (include new organizational chart).
 - Changes in local resources.
 - Effects of local disasters. N/A
- ☐ The estimated number of low-income minority older individuals residing in the PSA. N/A
- ☐ The estimated number of older individuals residing in rural areas of the PSA. N/A

5. Goals and Objectives

- ☒ A goal and/or objective is included for each of the programs or services funded by the AAA from the following sources:

✓ Titles III/VII ✓ Title V ✓ CBSP

- ☒ Goals and/or objectives addressing the applicable findings in the most recent CDA onsite assessment report and AAA corrective action plan are included.
- ☒ All goals and objectives comply with the requirements of the California Code of Regulations, Title 22, Article 3, §7300(c).

Goals are statements of ideal conditions that the AAA wishes to achieve through its planning efforts. Objectives are measurable statements of action to meet the goals. Objectives must indicate the following:

- (1) The nature of the action.
- (2) The party responsible for the action.
- (3) How the action will be accomplished.
- (4) The anticipated outcome of that action.
- (5) How the outcome of the action will be measured.
- (6) The projected dates for starting and completing the action.

- ☒ All new, revised, ongoing, completed, and deleted goals and objectives are included.
- ☒ New, revised, and ongoing goals & objectives correspond to the Service Unit Plan and the Appendix I Service Matrix.
- ☒ If the AAA designates Title III B Program funds for Program Development and Coordination (PD&C) activities:

1) Objectives designated for these activities meet the criteria found in PM 00-21 (Reference Guide for the 2001-2005 Area Plan Development),

and

2) Program Development and Coordination objectives are identified as (PD), (C), or - (PD&C).

6. Targeted Populations

- ☐ Updated objectives target services to older individuals in greatest economic and social need. *N/A*
- ☐ The Update includes specific objectives for providing services to low-income minority older individuals and older individuals residing in rural areas. *N/A*

7. Needs Assessment Activities

- ☐ The Update includes a description of any needs assessment activities planned for the coming fiscal year. *N/A*

8. Service Unit Plans

- ☒ The FY 2003-04 Title III/IV Service Unit Plan is attached and consistent with the Title III/IV Area Plan Budget (CDA 122).
- ☒ The FY 2003-04 Title V Service Unit Plan is attached and consistent with the Title V Budget (CDA 35).
- ☒ The FY 2003-04 Community-Based Services Programs (CBSP) Service Unit Plan is attached and is consistent (exactly matches) with the CBSP Budget (CDA 263), page 5, Performance Estimates.

9. Appendices

The following Appendices that require revision are attached:

- ☒ Appendix I, Service Matrix (required).
- ☒ Appendix 1 A, 1 B, and/or 1 C (if there has been a change in direct service activities for Titles III/IV or CBSP).
- ☒ Appendix II for local public hearings (required).
- ☒ Appendix III (if there has been a change).

- ☒ Appendix IV (if there has been a change).
- ☐ Appendix V (if there has been a change in the minimum percentage of funds allocated to Title III B Priority Services). N/A
- ☒ Appendix VI (if there has been a change).
- ☐ Appendix VII (if there has been a change). N/A
- ☐ Appendix VIII (if there has been a change). N/A
- ☒ Appendix IX related to Homeless Older Individuals (if there has been a change).

**FY 2003-04 UPDATE
to the
2001-05 AREA PLAN (PSA 19)**

**A Strategic Approach to the Changing Face of
Older & Disabled Adult Services in
Los Angeles County**

NARRATIVE DESCRIPTION OF CHANGES

Summary & Introduction

The purpose of the Fiscal Year 2003-2004 Area Plan Update is to provide a prospective account of anticipated changes to the 2001-2005 Area Plan. The Area Plan Update is an annual attachment to the Area Plan and reference to specific sections and appendices of the Area Plan are given herein for the reader's convenience. New and revised language is indicated by bold type. The following components of the FY2001-05 Area Plan are included and have been revised:

Part I

Section A: The Foundation

- Physical Description (pg. 3 of the Area Plan)
- Service System Specific to PSA 19 (pg.16 of Area Plan and pg. 10 of the 2002-03 update.)
- Organizational Chart (pg. 20a supplements page 20 of the Area Plan)

Section B: The Planning Process

- Status of the Long Term Care Strategic Plan
(insert to pg. 28 of Area Plan; and pg. 16 of 2002-03 Update).

Part II AREA PLAN GOALS AND OBJECTIVES
(pgs. 33-36 of Area Plan and pgs. 19-24 of 2002-03 Update)

Part III Administrative

- Title III/VII Service unit Plan (To replace pgs. 38-40)
- Title V Service Unit Plan (new)
- CBSP Services Unit Plan (To replace pg. 41)
- Title III/ VII Area Plan Budget for FY 2003-2004 (pgs. 42-52)
- Revised Assurances (replaces pgs. 53-62)
- Appendices I, IA, IB II III, IV (replaces various pages from AP-1 to AP-29)

Fiscal Year 2003-2004 will focus on implementation and improvement. The AAA will implement the new Home Based Care program and the redesigned Legal Assistance program. A state-of-the-art web-based management information system will begin initial testing of the nutrition module during FY 2003-04. The AAA will make improvements in administrative systems, policies, and procedures.

PART ONE: AREA PLAN BACKGROUND

SECTION A: THE FOUNDATION

PHYSICAL DESCRIPTION

(To replace p. 3 of the 2001-05 Area Plan)

Los Angeles County includes 4,081 square miles, 800 square miles larger than the combined area of the states of Delaware and Rhode Island. Los Angeles County has the largest population of any county in the nation with over 10 million residents. No other county in the nation comes close in comparison. In fact, Los Angeles County's population exceeds the entire state populations of 42 states. Approximately 28% of California's residents reside in Los Angeles County.

Los Angeles County includes the islands of San Clemente and Santa Catalina, and is bordered on the east by Orange and San Bernadino Counties, on the north by Kern County, on the west by Ventura County and on the south by the Pacific Ocean.

Five Supervisors govern the County, each with their own district, and holding executive, legislative and quasi-judicial roles. Although there are 88 cities within Los Angeles County, each with own city council, more than 65% of the County's land area is unincorporated. For the one million residents living in these unincorporated areas, the Board of Supervisors act as their "city council."

To facilitate uniform reporting, delivery, and monitoring of services across County departments, the Board of Supervisors designated eight Service Planning Areas (SPAs). The Los Angeles County Area Agency on Aging (PSA 19) consists of the entire County of Los Angeles excluding the city of Los Angeles, which operates its own Area Agency on Aging, (PSA 25). The AAA has adopted the eight Board approved SPAs, but excluding those regions which are under the jurisdiction of PSA 25 (Los Angeles City Department of Aging.)

Each SPA is distinct in its size, geography, population, and needs. SPA 1 includes the northern most region of the County, the Antelope Valley. Cities incorporated in SPA 1 include Lancaster and Palmdale, although most of the area is unincorporated. During FY 2002-2003 portions of SPA 1 were designated as rural. SPA 2 is a large service area, encompassing the northwest region of Los Angeles County. Areas include, Burbank and Glendale to the east and the San Fernando and Santa Clarita Valleys to the west.

SPA 3 includes the eastern section of Los Angeles County, the San Gabriel and Pomona Valleys. According to the 2000 Census, SPA 3 has the largest

population of seniors, with a population of 238,668 residents over the age of 60. SPA 4 is also known as Metro Area. The majority of SPA 4 falls under the jurisdiction of the City of Los Angeles except for the City of West Hollywood, served by the AAA. SPA 5 includes areas west of Los Angeles. Cities incorporated in this region include Culver City, Beverly Hills, Malibu, and Santa Monica. SPA 6 is directly south of downtown Los Angeles. It includes the cities of Lynwood, Compton, and the unincorporated communities of Willowbrook, Florence, and Firestone, among others.

SPA 7 encompasses the south-eastern section of Los Angeles County. This region spans from east of Downtown to the Orange County line. Cities included in this area are Downey, Whittier and Cerritos. SPA 8 incorporates the most southern tip of Los Angeles County and is known as the South Bay Harbor area. This region includes the beachfront cities and the second largest city in the County, Long Beach. Based on the 2000 Census data, SPA 8 has the second largest population of seniors with a population of 172,745 over the age of 60.

SERVICE SYSTEM SPECIFIC TO PSA 19

Area Agency on Aging

(to be added to the end of the section at pg. 14 of the 2001-05 Area Plan and pg. 10 of 2002-03 update).

• FISCAL YEARS 2004-2007 FUNDING CYCLE

• HOME BASED CARE

In the fall of FY 2002 -2003 an In-Home Services Task Force convened to examine the current method of delivering in-home services including Registry, Personal Care, Housekeeping, Respite, and Minor Home Modification, and to determine the needs, gaps, and priorities for such services in the community. Review of the Older Americans Act and state funding sources emphasized the lack of adequate funding needed to ensure that the full range of in-home services is available on a countywide basis.

In efforts to meet the goal *to assist frail and disabled elderly to remain in their homes and maintain independent living, and support family caregivers in other care-giving roles*, the In-Home Services task force prioritized needed services and determined that services should be uniformly available throughout the AAA service area. To maximize the limited resources and provide countywide coverage, the task force further proposed to combine the following funding sources into one integrated model: Respite Care, Registry, Housekeeping/Homemaking, Personal Care, Chore/Minor Home Modification, Respite Registry, Respite Purchase of Service, and respite under the National Family Caregiver Support Act. Priority services to be provided are personal care, home-making, registry of qualified in-home workers, client education/counseling on supervision of in-home workers, on-call workers available during regular business hours, as well as weekend call- out services, in-home companionship/supervision respite, and optimal adult day care respite. Implementation of the proposed improvements will be executed during FY 2003-2004. The AAA redirected funds currently allocated to Chore/Minor Home Modification to the Home-Based Care Program, resulting in a more comprehensive and coordinated system of services. Chore/Minor Home Modification will be available through the Integrated Care Management Program's purchase of service feature.

• LEGAL ASSISTANCE

The need for expanded availability of legal assistance has been identified by the aging network , as well as consumers. Therefore, the AAA convened a Senior Legal Services Task Force during the Fall of 2002. The task forces

provided input and recommendations to ensure the quality of legal information, assistance and representation.

The statewide Legal Services Task Force proposed the following steps to the California Legislature to enhance the provision of legal services: Enhance communication among providers, stakeholders, and the public; promote education and training; set statewide standards for service; support the inclusion of a state-wide senior legal hotline as part of the senior legal services network; develop consistent, effective tools for monitoring and evaluation; and, appropriate sufficient funding to implement the recommendations.

The AAA's Legal Services Task Force, comprised of consumers, attorneys, social service providers and AAA Advisory Council members, examined the current method of delivery legal assistance and reviewed the statewide Legal Services Task Force Report and Recommendations. Additional input was derived from surveys of lawyers, bar associations, legal services providers, consumers, examination of a Senior Legal Hotline in northern California, as well as hotlines developed in other states. Critical needs for legal assistance were identified as income/public benefits, long-term care, housing/ Landlord and Tenant, legal information and assistance, consumer fraud, caregiver issues, community education, and planning for incapacity/death. Consumer input was focused on improving accessibility to legal resources and the necessity to target minority elders, as well as those with immigration concerns.

Proposed changes to the AAA Traditional Legal Assistance Program entailed a uniform set of priorities that details the types of legal issues and services offered. Enhancements included increasing the use of volunteer attorneys, law students, and paralegals; ensuring equitable distribution of focal point service sites that provide legal assistance and resources; increasing the number of trained lay advocates; and, implementing improved data collection, outcome measurement and evaluation of legal services. The task force also recommends that Senior Legal information and assistance be made available over the telephone and the internet. Brief services and self-help materials, available in multiple languages, were also recommended.

• RFP PROCESS

In FY 2002-2003 the following OAA-funded programs were put out to bid through an open and competitive request for proposal process, marking the beginning of a four-year period funding cycle from July 1, 2003 through June 30, 2007: Congregate Meals Service • Home Delivered Meals Service • Traditional Legal Assistance • Outreach Technical Support Services • Caregiver Support Services • Dietary Administrative Support Services • Effective Nutritional Health Assessments & Networks of Care for the Elderly •

Home Based Care Services • Alzheimer's Day Care Resource Center • Health Insurance Counseling and Advocacy Program.

Proposals were solicited in February 2003 through wide distribution quantities, including mailings to the AAA Bidder's list of over 800 agencies and individuals, contract agencies, and the AAA Advisory Council; publication in six local newspapers, five of which were ethnic newspapers; and Internet postings on the CSS and Office of Small Business websites. Seventy-two proposals were received, seeking funding for all ten programs.

The RFP's for Home- Based Care services and Alzheimer's Day Care Resource Center services were re-issued in July 2003 due to the lack of satisfactory proposals to provide services in particular regions of the county during the previous RFP process. Service contracts will be awarded prior to October 1, 2003.

Recent budget cuts negatively affected the AAA's ability to administer and deliver services for several programs. In particular, programs in Congregate Nutrition and Home Delivered Meals suffered over \$500,000 reduction in funding. In addition, reimbursement rates increased. These cuts will continue to impact these programs, as the projected number of meals served in FY 2003-2004 will decrease. Despite reductions in funding the AAA hopes to develop a Senior Legal Information and Assistance pilot project during FY 2003-04.

- COMMUNITY-BASED SERVICES PROGRAMS (CBSP) – UNDER THE OLDER CALIFORNIANS ACT

The AAA administers Alzheimer's Day Care Resource Centers (ADCRC), the Health Insurance Counseling and Advocacy Program (HICAP), and funding for the Linkages program with California State General funds under the Older Californians Act. In fiscal year 1999-00 the AAA made the decision to redirect the CBSP funds for the Brown Bag Program and the Foster Grandparent Program to the ADCRC program in order to maximize the limited resources allocated to ADCRC services. As a result, the number of ADCRCs increased from four (4) to seven (7).

The RFP process was instituted on February 19, 2003, to solicit proposals for HICAP and ADCRC. Notification of the RFP process included posting on Agency Website and the County office of Small Business's web site, a mailing to contract agencies and the bidders list, and publication in six local newspapers. Only one proposal was submitted for the HICAP program. This agency was granted the contract. The RFP for ADCRC was re-issued in July 2003 for a site located in SPA 1, due to the lack of satisfactory proposals received during the initial process. The AAA and Los Angeles County Dept. of Community and Senior Services reallocated funding to support an eighth

ADCRC in Los Angeles County. The AAA projects that the 8th ADCRC in SPA 1 will open October 1, 2003.

The Linkages program has been incorporated into the Integrated Care Management Program. The CBSPs have been incorporated into the array of programs administered by the AAA. The planning, administration and contracting process for these programs are aligned with the OAA-funded programs.

The Older Americans Act and Community-Based Services Programs together make up a network of home and community-based services for disabled adults and older adults involving contractual relationships between the AAA and more than 60 agencies Countywide.

- **INTEGRATED CARE MANAGEMENT PROGRAM**

The Integrated Care Management Program (ICM) was initially a three-year demonstration project that became operational July 1, 1999. This program is unique in that it brings together five separate sources of funds for case management services including: OAA: Title III-B Supportive Services; CBSP: Linkages AB 2800; Linkages AB 764 (a local Disabled Parking Violation Fees Account); and Adult Protective Services expansion funds, and as of December 2001, OAA Title III E Family Caregiver Support Act funds. In FY 2001-02, an independent consultant evaluated the ICM demonstration project. As a result of the evaluation, improvements were made and the ICM became a permanent program as of 2002-03. Through a network of 25 community-based contract service providers, this program provides comprehensive care management services to disabled adults and older adults to maintain independent living and to ultimately avoid or delay nursing home placement. The ICM was the first attempt to coordinate existing case management services and is a first step toward integration of aging and disabled services in Los Angeles County. **During FY 2002 – 03 the AAA explored a sixth source of funding for the ICM program. Targeted Case Management (TCM) program provides an avenue whereby the federal government can reimburse local governments with Medi-Cal funds for providing specified case management activities. AAA spent much of FY 2002 – 03 working with service providers to adopt effective tracking and data collection procedures that would enhance the viability of the Targeted Case Management funding stream. AAA will continue to explore this funding source in FY 2003 – 04.**

- **NATIONAL FAMILY CAREGIVER SUPPORT ACT (NFCSA)**

The National Family Caregiver Support Act was newly introduced as Title (III E) of the Older Americans Act reauthorization of 2000. The NFCSA authorizes funds to be allocated to serve the needs of caregivers and care recipients to promote dignity, well-being and independence. Under the direction and leadership of the CDA, the AAA implemented the NFCSA during fiscal year 2001-02 with an approximate \$1.7 million baseline allocation for our planning and service area. **The procurement process for the 2004-2007 four- year funding cycle was completed during**

fiscal year 02-03. The Caregiver Support Program was included in the RFP process and identified 8 community-based contractors to administer the following services: community education, caregiver training, support groups, and supplemental respite services. These contractors will provide a network of support for caregivers living in PSA 19.

In addition several other AAA programs that provide support to caregivers were redesigned including ADCRC, Home-Based Care, and Integrated Care Management.

- AAA MANAGEMENT INFORMATION SYSTEM (MIS)

During fiscal year 2001-02, the AAA spent considerable time and effort seeking a new management information system (MIS) to track and report all OAA and CBSP-funded services. Unfortunately, products currently available do not meet the needs of the AAA because of the size and complexity of Los Angeles County. Los Angeles County AAA has explored the purchase of the SAMS Product. Based on information from other AAAs who had purchased this product or had used it as part of a pilot project, it was determined that this product could not meet all of the service needs of the Los Angeles County AAA. Therefore, the AAA elected to develop their own system internally. During FY 2002-03, the Internal Services Department and CSS/AAA began the design of the new web-based MIS System. The new program will comply with NAPIS and will track data by client. The new system will begin on-site testing in FY 2003-04 beginning with the congregate and home-delivered meals programs.

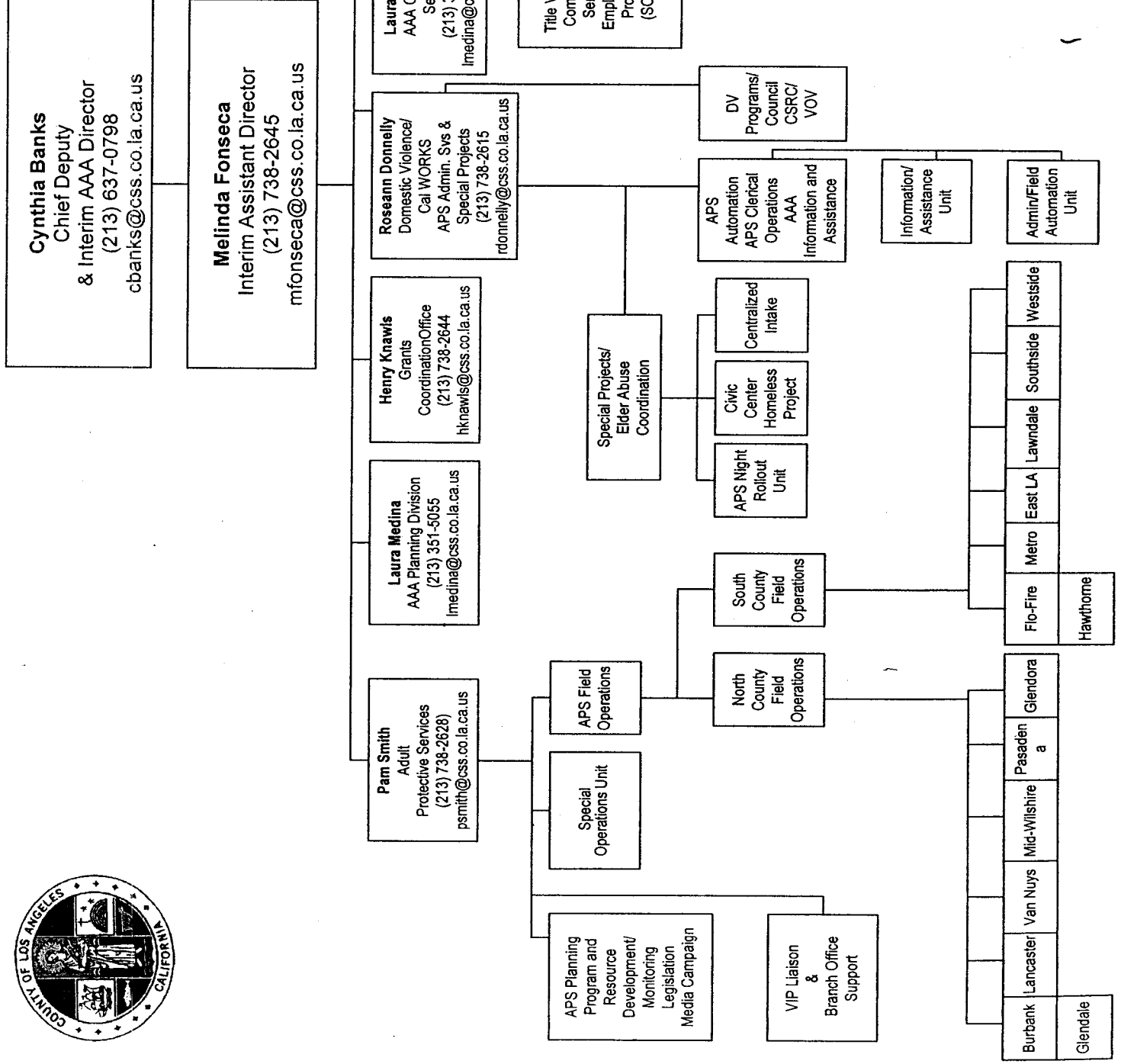
- AAA MANAGEMENT TEAM

The management team of the AAA underwent changes during FY 2002-03. The attached organization chart shows the management and supervisory positions, and the names of the individuals filling such positions.

(SEE FOLLOWING DOCUMENT)



Aging and Adult Services Branch Organizational Chart 2003/04



Revised: 04/12/2004

SECTION B

THE PLANNING PROCESS

Status of the Long Term Care Strategic Plan

(insert at the end of pg. 28 of the Area Plan and end of pg. 1 of the 2002-03 Update)

The planning process consumed FY 2001-02 and continued for much of FY 2002-03. The plan was completed and adopted by Los Angeles County Board of Supervisors in January 2003. The development of the Strategic Plan resulted in the identification of seven (7) primary goals: (1) Stimulate the coordination of Long-Term Care services; (2) advance health care services for the Aged and Disabled Adults; (3) enhance mental health care services for the aged and disabled adults; (4) promote home and community-based services for the aged and disabled adults; (5) cultivate caregiver and kinship services for the aged and disabled adults; (6) grow housing services for the aged and disabled adults; and (7) strengthen transportation services for the aged and disabled adults. Each of these goals has a list of strategies and objectives, which offer short-term targets towards the achievement of the over-arching goal and a means by which to achieve that target.

CSS established the Office of Long Term Care. The Long Term Care Coordinating Council began meeting July 2003. Implementation of the Long Term Plan is expected to take three to five years. The Long Term Care Strategic Plan of Los Angeles County encompasses a very broad spectrum of services and county departments, including health services, mental health, community development commission, parks and recreation, public social services and others. The Long Term Care Strategic plan is beyond the scope of the AAA and does not replace the Area Plan. However, the AAA will maintain an active role in the implementation of the Long Term Care Strategic Plan during the upcoming three years.

PART TWO: AREA PLAN GOALS AND OBJECTIVES

(Replaces pps. 33-36 of 2001-05 Area Plan)

The following table indicates which objectives have been completed, continued, and added for the FY 2003-04 Update to the 2001-05 Area Plan:

Objective	Completed	Continued	New for FY2003-04
1.1	X		
1.2	X		
1.3	X		
1.4	X		
1.5	X		
1.6	X		
1.7	Deleted		
1.8	X		
1.9			X
1.10			X
1.11			X
1.12			X
1.13			X
1.14			X
2.1	X		
2.2		X	
2.3		X	
2.4		X	
2.5	X		
2.6		X	
2.7			X
2.8			X
2.9			X
3.1	X		
3.2	X		
3.3	X		
3.4	X		
3.5	X		
3.6		X	
3.7	X		
3.8		Moved to Obj. 5.7	
3.9		X	
3.10		X	
3.11	X		
3.12			X
3.13			X
3.14			X
3.15	X		
3.16			X
4.1		X	
4.2			X
4.3	X		
4.4			X
4.5	X		

4.6		X	
4.7		X	
4.8			X
4.9			X
4.10			X
4.11			X
4.12			X
4.13			X
4.14			X
4.15			X
4.16			X
4.17			X
4.18			X
5.1	X		
5.2	X		
5.3		X	
5.4		X	
5.5			X
5.6			X
5.7			X
5.8			X

Goal 1: Maximize consumer independence along the continuum of care for disabled adults and older adults.

Rationale: To improve access to home and community-based services by reducing fragmentation of services, maximizing integration of the service delivery system and to support caregivers.

Objectives

- 1.1* Implement the National Family Caregiver Support Act Program to expand services to include caregivers in AAA-funded programs, such as Alzheimer's Daycare Resource Centers, and integrated care management and respite service, collaborate with existing agencies, with expertise in caregiver issues, and include services for relative caregivers. **Completed during FY 2001-2002.**
- 1.2* Include providers representing the full continuum of care from acute hospitals, skilled nursing and residential care facilities, and assisted and independent living housing and adult day services, and Alzheimer's Daycare Resource Centers options in the long-term care strategic planning process. **Completed during FY 2001-2002.**
- 1.3* Commission an independent evaluation of the Integrated Care Management Demonstration Project, and design program improvements and enhancements to be included in the next open competitive request for proposals process for the funding cycle beginning July 1, 2002. **Completed during FY 2001-2002.**
- 1.4* Advocate on behalf of the interest of Los Angeles County and its residents by participating in the California Long Term Care Council to protect consumer independence in planning for long term care needs of disabled adults and older adults in Los Angeles County. **Completed during FY 2001-2002.**
- 1.5* Convene a Task Force of consumers and providers to assist in designing program improvements and enhancements to be included in the next open competitive Request For Proposals (RFP) process for the funding cycle beginning July 1, 2003 for Title III B supportive services, such as legal services and in-home services (including in-home respite care). **Completed during FY 2002-2003.**
- 1.6* Identify opportunities for older adults and adults with disabilities to enhance self-directed care. **Completed during FY 2002-2003.**

*Program Development and Coordination (PD&C) Objectives (see Part One, Section A, Description of Area Agency on Aging, for the definition of PD&C.

- ~~1.7 Prepare an action plan for improving coordination of caregiver and kinship services based on a review of best practice models, by working with the Kinship Care Coordinating Council (KCCC); to be accomplished by June 30, 2003. Objective discontinued.~~

Justification: CSS/AAA, in coordination with DCFS, developed and implemented the Kinship Care Collaboration Program during FY 2002 – 2003 to provide services to elderly caregivers and caregivers of the elderly through the AAA's network of contracting service providers.

- 1.8 Develop & implement the Kinship Care Collaboration Program with the Department of Children's and Family Service (DCFS) to serve relative caregivers. **Completed during FY 2002-2003.**
- 1.9* Implement the new Home-Based Care Program, by developing policies, program guidelines, for self-directed services, including personal care, homemaking, adult daycare and in-home supervision. *To be completed by June 30, 2004.*
- 1.10* Implement and inform the community of the redesigned Legal Assistance Program, designed to meet the needs of more clients, which includes outreach efforts to local senior centers, in training for lay increased training and technical support for advocates, volunteer attorney services and priority services. *To be completed June 30, 2004.*
- 1.11 Prepare and implement the Long Term Care Consumer Protection Initiative to increase the number of volunteer Skilled Nursing Facility (SNF) Ombudsman by 50 percent in three years. *To be completed by June 30, 2004.*
- 1.12* Replicate the RFP procurement process for the eighth ADCRC in SPA 1 and for Home-Based Care Program in underserved regions (SPAs 1, 2, 5, and 6). *To be completed June 30, 2004.*
- 1.13 Twenty-five percent of newly enrolled Title V participants will attend job search workshops through the One-Stop Career Centers. **Completed during FY 2002-2003.**
- 1.14 Establish five new light industrial host sites to expand and enhance vocational opportunities for Title V enrollees. *To be completed by June 30, 2004.*

*Program Development and Coordination (PD&C) Objectives (see Part One, Section A, Description of Area Agency on Aging, for the definition of PD&C.

Goal 2: Include the needs of Los Angeles County's full range of diverse populations in planning and programs.

Rationale: To ensure that the tremendous diversity of language, culture, functional impairment, age, housing options, lifestyle, geography, dementia-related and caregiver needs are addressed in the planning process and that programs are responsive to the needs of consumers.

Objectives

- 2.1 Ensure that the long term care strategic planning process embraces the County's wealth of diversity, especially including targeting requirements that have been newly identified by the reauthorization of the Older Americans Act. These new targeting requirements include the following groups: Native American older adults, persons with Alzheimer's Disease and related disorders and their families, older individuals residing in rural areas, and persons caring for individuals with mental retardation. **Completed during FY 2001-2002.**
- 2.2* Continue to support agencies serving diverse populations through capacity-building efforts. For example, place emphasis on obtaining providers with linguistic and cultural capabilities, direct focus of the Multi-Ethnic Networks for Training, Outreach, and Resources for Seniors (MENTORS) program on the needs of the Hispanic communities and ethnic caregivers. *To be completed by June 30, 2004.*
- 2.3* Establish a baseline for mandated targeting requirements through needs assessment activities and the long-term care strategic planning process. *To be completed by June 30, 2005.*
- 2.4 Increase outreach efforts to the Latino older adult population for membership on the AAA Advisory Council. *To be completed by June 30, 2004.*
- 2.5* Increase the number of participants in the C-1 program by establishing a culturally competent congregate nutrition site for Cambodian older adults in Long Beach, where a concentration of Cambodian older persons reside. **Completed during FY 2001-2002.**
- 2.6* Establish a Long Term Care Inter-Cultural Advisory Committee of the Long Term Care Coordinating Council (LTCCC) to help advise and monitor the delivery of linguistically specific and culturally specific long term care services, including a plan to develop appropriate language translation of major informational and educational materials. *To be completed by June 30, 2004.*
- 2.7 Serve rural elders through Implementation of an Alzheimer's Day Care Resource Center (ADCRC) in the Antelope Valley, and increase overall availability of ADCRC service centers ensuring the existence of a center in each planning area. *To be completed by June 30, 2004.*

*Program Development and Coordination (PD&C) Objectives (see Part One, Section A, description of Area Agency on Aging, for the definition of PD&C.

- 2.8* **Determine client needs specific to the C-1 Program by surveying all home delivered meal participants. *To be completed by June 30, 2004.***
- 2.9* **Determine client needs specific to the C-2 Program by surveying all congregate delivered meal recipients. *To be completed by June 30, 2004.***

Goal 3: Prepare for the demands of Los Angeles County's evolving and expanding aging and disabled adult populations.

Rationale: To address the demographic challenges of Los Angeles County's growing adult population over the next 30 years and create a Countywide consciousness about the needs of and services for the disabled adults and older adults.

Objectives

- 3.1* **Establish an Interdepartmental Planning Body (comprising key County Departments) to review the current structure of the County's service delivery system and develop a Countywide strategic plan that presents a model of integrated planning, funding and services for all County Departments serving disabled adults and older adults. **Completed during FY 2001-2002.****
- 3.2* **Establish an Aging and Disabled Services Community Roundtable (comprising consumers/ consumer advocates; experts; service providers; Board of Supervisors appointees; and other community leaders) to provide guidance to the Interdepartmental Planning Body in examining existing services, needs, gaps, duplications, and potential solutions for a system of aging and disabled adult services in Los Angeles County. **Completed during FY 2001-2002.****
- 3.3* **Create a Long Term Care Strategic Planning Work Group (comprising of representatives of the Interdepartmental Planning body and Community Roundtable) charged with developing a Countywide Long Term Care Strategic Plan for older adults and disabled adult services in Los Angeles County. **Completed during FY 2001-2002.****
- 3.4* **Hire a Project Director (consultant) to provide strategic Planning expertise, oversee strategic planning activities, and facilitate the development of the Countywide long Term Care Strategic Plan. **Completed during FY 2001-2002.****
- 3.5 **Establish baseline data on current funding and service delivery levels of programs and services provided to older adults by all Los Angeles County Departments. **Completed during FY 2001-2002.****

***Program Development and Coordination (PD&C) Objectives (see Part One, Section A, description of Area Agency on Aging, for the definition of PD&C.**

- 3.6 Pursue Targeted Case Management as a means to increase funding for the Integrated Care Management Program. TCM is a federal financial participation (FFP) program meaning that the federal government is willing to share in the cost of programs funded with state or local funds. TCM is designed to assist a specified group of Medi-Cal recipients with access to necessary medical, social, educational or other services, assisting these individuals to remain independent in the community. *To be completed by June 30, 2004***
- 3.7* Establish a Long Term Care Coordinating Council (LTCCC) composed of county, provider, community and consumer representatives to help advise implement, and monitor progress on long term care strategic planning and implementation in LA County. *Completed during FY 2002-2003***
- 3.8* This objective has been modified and placed under Goal 5 due to the relevant subject matter. See Objective 5.6.**
- 3.9* Develop a rent to prevent eviction program that specifically targets at risk older and adults with disabilities. *To be completed by June 30, 2005.***
- 3.10* Prepare an action plan to increase the number of emergency, transitional, and permanent housing units required to meet the current and projected needs of homeless older adults and adults with disabilities. *To be completed by June 30, 2005.***
- 3.11* Include the needs of the diversity of caregivers in the LTC Strategic Planning process. *Completed during FY 2001-2002.***
- 3.12 Design and implement a plan for training and development for AAA Advisory Council members and increase Advisory Council participation in development of the Area Plan. *To be completed by June 30, 2005.***
- 3.13 Review and revise as needed the Advisory Council Bylaws and standing committee to ensure compliance with the Older Americans Act. *To be completed by June 30, 2004.***
- 3.14 Increase acknowledgement of seniors who have made outstanding contributions to their community through presentation of awards through the Older Americans Recognition Day. *To be completed June 30, 2004.***
- 3.15 Recruit, orient, and place ten new enrollees in the Title V program. *Completed during FY 2002-2003.***
- 3.16 Increase awareness of disease prevention methods and health promotion activities through implementation of the Los Angeles County Health Fair and Senior Festival. *To be completed June 30, 2004.***

*Program Development and Coordination (PD&C) Objectives (see Part One, Section A, description of Area Agency on Aging, for the definition of PD&C.

Goal 4: Promote customer service and accountability throughout the organization including Primary recipients of services (consumers), the community, service providers, and funding sources.

Rationale: To ensure quality and improve the effectiveness of the AAA and its services.

Objectives

- 4.1* In collaboration with selected providers, pilot a client satisfaction survey and mechanisms for responding to client input, for the Integrated Care Management Demonstration Project. The outcome of this pilot will serve as a basis for future client satisfaction surveys for other AAA-funded programs. *Full implementation of client satisfaction survey is not expected to be completed until June 30, 2004.*
- 4.2 Improve data collection and information management by the AAA and its contract service providers through the progressive implementation of web-based Management Information System including Integrated Care Management, Title III B Supportive Services, Home Based Care Program, ADCRC, Family Caregiver Support Program, Community Based Services Programs, Health Insurance Counseling Advocacy Program (HICAP), and Nutrition Services. *To be completed by June 30, 2005.*
- 4.3 Continue to increase communication and coordination of activities of the AAA including Contracts Management, Planning and Development Services, and Title V Older Adult Community Service Employment sections. **Completed during FY 2001-2002.**
- 4.4* Prepare a comprehensive list of countywide Long Term Care services and resources available in each Service Planning Area (SPA) that will web-accessible to providers of Long Term Care Services and updated regularly. *To be accomplished by June 30, 2004.*
- 4.5 Integrate the Senior Community Services Employment Program information into the future Work Source California promotional marketing campaign. **Completed during FY 2002-2003.**
- 4.6* Advise MTA to develop and implement a plan that identifies service gaps and providers recommendations for eliminating the gaps by analyzing current transportation services for older adults and adults with disabilities and client eligibility. *To be completed by June 30, 2004.*
- 4.7 Develop a system to review and respond to input from family caregivers and relative caregivers. *To be accomplished by June 30, 2004.*

*Program Development and Coordination (PD&C) Objectives (see Part One, Section A, description of Area Agency on Aging, for the definition of PD&C)

- 4.8* **Develop a performance outcome measure for each AAA program. *To be completed by June 30, 2005.***
- 4.9* **Maintain and update regularly the Los Angeles County information web site to include countywide long term care resources. *To be completed by June 30, 2004.***
- 4.10 **Develop improved reporting methods for the HICAP Program in order to more effectively assess the effectiveness of the program in terms of service delivery, cost of presentations, and number of clients served. *To be accomplished by June 30, 2004.***
- 4.11* **Develop a pilot project to design a model Senior Legal Information and Assistance hotline style service for Los Angeles County and City AAAs. *To be completed by June 30, 2005.***
- 4.12* **Develop and submit a proposal to the CDA advocating for a change in the USDA reimbursement methodology to enable AAA and contract providers to access all available funding. *To be completed June 30, 2004.***
- 4.13 **Develop and implement an improved audit program including audit resolution procedures and internal controls. *To be completed by June 30, 2004.***
- 4.14 **Develop a system to track unsubsidized placement of individuals by SCSEP, but not enrolled in the program. Completed during FY 2002-2003.**
- 4.15 **Implement an approved Memorandum of Understanding (MOU) between all One-Stop Career Centers and the AAA. *To be completed by June 30, 2004.***
- 4.15 **Implement an approved Memorandum of Understanding (MOU) between the Local Workforce Investment Board and the AAA. *To be completed by June 30, 2004.***
- 4.17 **Complete the State required priority list of persons on the Title V waiting list. *To be completed June 30, 2004.***
- 4.18 **Develop and implement a plan to ensure timely execution of all contracts. *To be completed June 30, 2004.***

Goal 5: Promote the awareness of the Area Agency on Aging and its services.

Rationale: To ensure services are accessed and utilized by disabled adults and older adults.

*Program Development and Coordination (PD&C) Objectives (see Part One, Section A, description of Area Agency on Aging, for the definition of PD&C).

Objectives

- 5.1 Increase participation of Information and Assistance unit in health fairs, public forums, and others community events to promote the AAA and its network of services, including the use of available video, print marketing materials and highlighting Elder Abuse Prevention programs. **Completed FY 2002-2003.**
- 5.2 Implement the use of six (6) Info Vans to increase the public's awareness of the AAA and its programs and services with emphasis on the Family Caregiver Support Program. **Completed FY 2002-2003.**
- 5.3 Continue to support and expand the efforts of the AAA Advisory Council and the Los Angeles County Commission on Aging to educate and inform the public regarding programs and services available to disabled adults and older adults, by providing staff assistance. *To be completed by June 30, 2004.*
- 5.4* Support and publicize local Focal Points (and other providers of Long Term services) as community-based points of entry for information and referral to the full range of Long Term Care services and resources. *To be accomplished by June 30, 2004.*
- 5.5* Improve and coordinate comprehensive long term care resources targeted towards the elderly, disabled, and caregiver communities, providing links to libraries, legislation, message boards, updated newsletters, prescription assistance, and local/state/national programs and services by implementing Network of Care for Los Angeles County. *To be completed by June 30, 2004.*
- 5.6* Include information pertaining to available housing and eligibility requirements in the Network of Care database to increase accessibility and awareness of housing options for seniors. *To be completed by June 30, 2004.*
- 5.7* Design an assessment tool and application process to re-designate existing Focal Points. *To be completed by June 30, 2004.*
- 5.8* Increase community awareness of the Integrated Care Management Program by holding outreach and community education efforts in selected SPAs. *To be completed by June 30, 2004.*

*Program Development and Coordination (PD&C) Objectives (see Part One, Section A, description of Area Agency on Aging, for the definition of PD&C.

Title III/VII Service Unit Plan: 2003-04
Third Year of the 2001-2005 Four-Year Planning Period

The Service Unit Plan utilizes National Aging Program Information System
(NAPIS) Categories

Indicate the number of **units of service** to be provided with ALL funding sources, including federal, State, USDA, program income, and local funds. Units of service are listed in PM 97-02. All the programs identified must be listed in the budget, in compliance with California Code of Regulations, Title 22, Article 3, §7300(d).

The Goals and Objectives column provides the AAA with an opportunity to relate each Title III/VII funded service/program to a goal and objective statement.

Goals and/or Objectives are required for every program/service funded by the AAA.

If a Strategic Plan is submitted as the Area Plan Update, identify the location in the Strategic Plan of the goal and objective(s) for each program.

<u>TITLE III</u>	<u>Program</u>	<u>Goals and Objectives (Required)</u>
1.	<u>Personal Care (In-Home)*</u> Units of Service <u>34,443</u> (1-Hour)	Goals # <u>1, 4</u> Objective #s <u>1.9</u> Objective #s <u>1.12</u> Objective #s <u>4.2</u>
2.	<u>Homemaker (In-Home)*</u> Units of Service <u>33,318</u> (1-Hour)	Goal # <u>1</u> Objective #s <u>1.9</u> Objective #s <u>1.12</u> Objective #s _____
3.	<u>Chore (In-Home)* N/A</u> Units of Service _____ (1-Hour)	Goal # _____ Objective #s _____ Objective #s _____ Objective #s _____
4.	<u>Home Delivered Meals</u> Units of Service <u>789,880</u> (1-Meal)	Goal # <u>4</u> Objective #s <u>4.2</u> Objective #s _____ Objective #s _____

*Indicates Title III B Priority Services

5.	<u>Adult Day Care/Health</u>	Goal # <u>1</u>	
		Objective #s	<u>1.9</u>
	Units of Service <u>10,004</u> (1-Hour)	Objective #s	<u>1.12</u>
		Objective #s	<u> </u>
6.	<u>Case Management (Access)*</u>	Goals# <u>3, 4, 5</u>	
		Objective #s	<u>3.6</u>
	Units of Service <u>132,321</u> (1-Hour)	Objective #s	<u>4.1, 5.2</u>
		Objective #s	<u>4.2, 4.4</u>
		Objective #s	<u> </u>
7.	<u>Congregate Meals</u>	Goals # <u>2, 4</u>	
		Objective #s	<u>2.5</u>
	Units of Service <u>1,296,009</u> (1-Meal)	Objective #s	<u>4.2</u>
		Objective #s	<u> </u>
8.	<u>Nutrition Counseling</u>	Goal # <u>4</u>	
		Objective #s	<u>4.2</u>
	Units of Service <u>4,459</u> (-Hour)	Objective #s	<u> </u>
9.	<u>Assisted Transportation (Access)*</u>	Goal # <u> </u>	
		Objective #s	<u> </u>
	Units of Service <u> </u> (1-One-Way Trip)	Objective #s	<u> </u>
		Objective #s	<u> </u>
10.	<u>Transportation (Access)*</u>	Goal # <u> </u>	
		Objective #s	<u> </u>
	Units of Service <u> </u> (1-One Way Trip)	Objective #s	<u> </u>
		Objective #s	<u> </u>
11.	<u>Legal Assistance*</u>	Goal # <u>1, 4</u>	
		Objective #s	<u>1.10</u>
	Units of Service <u>10,429</u> (1-Hour)	Objective #s	<u>4.11</u>
		Objective #s	<u> </u>
12.	<u>Nutrition Education</u>	Goal # <u>4</u>	
		Objective #s	<u>4.2</u>
	Units of Service <u>1,500</u> (1-Session)	Objective #s	<u> </u>
		Objective #s	<u> </u>

*Indicates Title III B Priority Services

13. Information and Assistance (Access)* Goal # _____
 Objective #s _____
 Objective #s _____
 Objective #s _____
-
14. Outreach (Access)* Goal # 2
 Objective #s 2.2
 Objective #s _____
 Objective #s _____
-
15. "Other"
Title III Services (Specify services not reported under NAPIS categories 1 - 14)
- Disease Prevention Goal # 3
 Objective #s 3.6
 Objective #s 3.16
 Objective #s _____
- Medication Management Goal # 3, 4
 Objective #s 3.6
 Objective #s 3.16
 Objective #s 4.2
- Community Services Goal # 2
 Objective #s 2.6
 Objective #s _____
 Objective #s _____
- In Home Registry Goal # 1
 Objective #s 1.9
 Objective #s 1.12
- Units of Service 8,500
- Visiting / Companionship Respite* Goal # 1
 Objective #s 1.9
 Objective #s 1.12
- Units of Service 13,350

*Indicates Title III B Priority Services

<u>TITLE VII</u>	<u>Program</u>	<u>Goals and Objectives (Required)</u>
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Ombudsman Services (Title VII A)

Goal # 1, 4
Objective #s 1.11
Objective #s 4.2
Objective #s _____

Total number of cases to be closed 5,355

Training for Ombudsman staff and volunteers

Number of session's 177

Number of hours 539

Total number of trainees 1,278

Resident visitation (other than in response to complaints)

Number of SNFs to visit 373

Number of RCFEs to visit 1,258

Elder Abuse Prevention (Title VII B)

Goal # 5
Objective #s 5.1
Objective #s _____
Objective #s _____

Units of Service 2,330

TITLE V Service Unit Plan: 2003-04
Third Year of the 2001-2005 Four-Year Planning Period

The Goals and Objectives column relates the Title V funded service/program to an Area Plan goal and objective statement. A goal and/or objective is required for each AAA that receives Title V Program funds. Details regarding enrollee slots and funding are found in the Title V Planning Estimate.

If a Strategic Plan is submitted as the Area Plan Update, identify the location in the Strategic Plan of the goal and objective(s) for each program.

<u>Program Title</u>		<u>Goal and Objective (Required)</u>	
1.	<u>SCSEP</u>	Goal #	<u>1, 3, 4</u>
		Objective #s	<u>1.13, 1.14, 3.15</u>
	# of Slots <u>275</u>	Objective #s	<u>4.14, 4.15, 4.17</u>

The minimum requirements for the program are to serve 140 percent of authorized slots or 385 people and to transition 25 percent of authorized slots into unsubsidized employment, or 69 unsubsidized placements.

Objectives:

- 3.15** Recruit, orient, and place 10 new enrollees in the Title V program; **Completed during FY 2002-2003.**
- 1.13** 25 percent of newly enrolled Title V participants will attend job search workshops through the One-Stop Career Centers; **Completed during FY 2002-2003.**
- 4.14** Develop a system to track unsubsidized placement of individuals by SCSEP, but not enrolled in the Program; **Completed during FY 2002-2003.**
- 1.14** Establish five new light industrial host sites to expand and enhance vocational opportunities for enrollees. *To be completed by June 30, 2004.*
- 4.15** Implement an approved Memorandum of Understanding (MOU) between all One-Stop Career Centers and the AAA. *To be completed by June 30, 2004.*
- 4.16** Implement an approved MOU between the Local Workforce Investment Board and the AAA. *To be completed by June 30, 2004.*
- 4.17** Complete the State required Priority List of persons on the Title V waiting list. *To be completed by June 30, 2004.*

Community-Based Services Programs (CBSP) Service Unit Plan: 2003-04
Third Year of the 2001-2005 Four-Year Planning Period

The Goals and Objectives column relates each CBSP funded service/program to an Area Plan goal and objective statement. A goal and/or objective is required for each CBSP program funded. Detailed service units are found in the Community-Based Services Programs Budget (CDA 263), on page 5, Performance Estimates.

If a Strategic Plan is submitted as the Area Plan Update, identify the location in the Strategic Plan of the goal and objective(s) for each program.

<u>Program Title</u>	<u>Goals and Objectives (Required)</u>
<u>Alzheimer's Day Care Resource Center (ADCRC)</u>	Goal #: <u>1, 2, 4</u> Objective #s: <u>1.12</u> Objective #s: <u>2.7</u> Objective #s: <u>4.2</u> 1. Caregiver Support Sessions: <u>243</u> 2. In-service Training Sessions: <u>424</u> 3. On-site Training Sessions: <u>176</u>
<u>Brown Bag Program</u>	Goal #: _____ Objective #s: _____ Objective #s: _____ Objective #s: _____ 1. Unduplicated Persons Served: _____ 2. Pounds of Food Distributed: _____ 3. Volunteers: _____ 4. Volunteer Hours: _____ 5. Distribution Sites: _____
<u>Respite Program</u>	Goal #: <u>1</u> Objective #s: <u>1.9</u> Objective #s: <u>1.12</u> Objective #s: _____
<u>Respite Registry</u>	1. Unduplicated Client: <u>N/A</u> 2. Successful Matches: <u> </u>

Non-Linkages Respite Purchase of Service

1. Families Served (Unduplicated): 76
2. Respite Hours Provided: 390

Linkages Respite Purchase of Service

1. Families Served (Unduplicated): _____
2. Respite Hours Provided: _____

Linkages

Goal #: 3, 4, 5

Objective #s: 3.6

Objective #s: 4.1, 4.7

Objective #s: 5.2

1. Annual Number of Unduplicated Clients Served: 2,691
2. Active Monthly Caseload: 152

Goal #: _____

Objective #s: _____

Objective #s: _____

Objective #s: _____

Foster Grandparent Program

1. Volunteer Service Years (VSY): _____
2. Volunteer Hours: _____
3. Senior Volunteers: _____
4. Children Served: _____

Goal #: _____

Objective #s: _____

Objective #s: _____

Objective #s: _____

Senior Companion Program

1. Volunteer Service Years (VSY): _____
2. Volunteer Hours: _____
3. Senior Volunteers: _____
4. Seniors Served: _____

**Health Insurance Counseling
and Advocacy Program
(HICAP)**

Goal #: 2, 4
Objective #s: 2.2
Objective #s: 4.10
Objective #s: _____

1. Community Presentations: 141
2. Attendees at Presentations: 6,024
3. Persons Counseled: 118
4. Registered Counselors for the Year: 33
5. Registered Long-Term Counselors: 13
6. Number of Community Educators: 3
7. Active Monthly Registered Counselors: 28

**HICAP Legal (if providing)
Representation Services**

Goal #: _____
Objective #s: _____
Objective #s: _____
Objective #s: _____

1. Clients Served: N/A
 2. Hours: _____
-

AREA PLAN BUDGET

AREA AGE AREA AGENCY ON AGING COMMUNITY & SENIOR SERVICES

BUDGET PERIOD 07/01/2003 - 06/30/2004

PSA NO. 19

DATE 03/14/2003

☒ ORIGINAL BUDGET

☐ REVISION NUMBER:

I hereby certify to the best of my knowledge and belief that this Area Plan Budget reflects the necessary, reasonable, and allowable costs to attain the objectives and goals of the Area Plan. I further certify that this budget was reviewed by the Advisory Council and approved by the Board of Directors; that the budget was available for review by all interested parties and that the amounts displayed are accurate and correct including supporting schedules.

SIGNATURE OF AREA AGENCY DIRECTOR

PRINTED NAME

DATE

03/14/2003

JOHN COYLE

FOR STATE USE ONLY

DATE

5/1/03

DATE

5/1/03

AAA-BASED TEAM ANALYST

[Signature]

[Signature]

BUDGET SUMMARY - BUDGETED COSTS

Department of Aging

TITLE III AND VII PROGRAMS

BUDGET PERIOD: 07/01/2003-06/30/2004		[X] ORIGINAL [] REVISION NO.:		GRANT NO.: FF 0304-19		DATE: 03/14/2003		PSA NO.: 19	
COST CATEGORIES		(a) Total Amount Budgeted	(b) Area Plan Admin	(c) III B Supportive Svcs	(d) III C-1 Congregate Nutr	(e) III C-2 Home Del Nutr	(f) III D Disease Prev	(g) VII Ombudsman	(h) VII Elder Abuse Prev
1. Personnel	CASH (+)	1,499,229	699,235	799,994					
	IN-KIND	0							
2. Staff Travel	CASH (+)	0							
	IN-KIND	0							
3. Staff Training	CASH (+)	0							
	IN-KIND	0							
4. Equipment	CASH (+)	0							
	IN-KIND	0							
5. Consultants	CASH (+)	0							
	IN-KIND	0							
6. Food Costs	CASH (+)	0							
	IN-KIND	0							
7. Other Costs	CASH (+)	1,158,666	410,901	747,763					
	IN-KIND	0							
8. DIRECT AREA	CASH	2,657,895	1,110,136	1,547,759	0	0	0	0	0
9. AGENCY COSTS	IN-KIND (-)	0	0	0	0	0	0	0	0
Indirect or Grantee	CASH	212,631	212,631						
Allocated Costs	IN-KIND (+)	168,664	168,664						
10. TOTAL AREA	CASH	2,870,526	1,322,767	1,547,759	0	0	0	0	0
11. AGENCY COSTS	IN-KIND (-)	168,664	168,664	0	0	0	0	0	0
Cost of Contracted	CASH	22,572,604		6,231,442	10,424,673	5,194,943	435,080	189,622	96,844
Services	IN-KIND (+)	5,430,364		575,084	3,966,545	836,808	7,205	39,883	4,839
12. TOTAL AREA	CASH	25,443,130	1,322,767	7,779,201	10,424,673	5,194,943	435,080	189,622	96,844
13. PLAN COSTS	IN-KIND (-)	5,599,028	168,664	575,084	3,966,545	836,808	7,205	39,883	4,839
TOTAL CASH & IN-KIND		31,042,158	1,491,431	8,354,285	14,391,218	6,031,751	442,285	229,505	101,683

BUDGET PERIOD: 07/01/2003-06/30/2004				[X] ORIGINAL [] REVISION NO.:		GRANT NO.: FF 0304-19		DATE: 03/14/2003		PSA NO.: 19	
SECTION A				(a) Total Amount	(b) Area Plan	(c) III B	(d) III C-1	(e) III C-2	(f) III D	(g) VII	(h) VII
FUNDING SOURCES				Budgeted	Admin	Supportive Svcs	Congregate Nutr	Home Del Nutr	Disease Prev	Ombudsman	Elder Abuse Prev
1. Grant Related Income				CASH	3,012,801		2,106,108	831,688	28		
2. USDA				CASH	1,544,349		1,047,152	497,197			
3. Non-Matching Contributions				CASH	553,212		255,981	22,332	123		
				IN-KIND	338,108		279,614	52,735			
4. State Funds				CASH	1,310,335	3,322	309,043	159,733	15,532	26,195	3,744
5. Matching Contributions				CASH	5,323,633	212,631	1,787,569	678,899	86,524	12,335	9,404
				IN-KIND	5,260,920	168,664	3,686,931	784,053	7,205	39,883	4,839
6. Federal Funding				CASH	13,698,800	1,106,814	4,849,113	3,005,094	332,873	151,092	83,696
7. TOTAL AREA				CASH	25,443,130	1,322,767	7,779,201	5,194,943	435,080	189,622	96,844
PLAN FUNDING				IN-KIND	5,599,028	168,664	575,084	836,808	7,205	39,883	4,839
8. TOTAL CASH & IN-KIND					31,042,158	1,491,431	8,354,285	6,031,751	442,285	229,505	101,683
SECTION B											
COSTS TO BE MATCHED INSTRUCTIONS:											
Area Plan Admin Costs to be Matched Calculation:											
Pg 1 col (b) Line 13 minus Pg 2 col (b) Lines 1 through 3											
Title III Programs Costs to be Matched Calculation:											
Pg 1 Line 13 col (c) + col (d) + col (e) + col (f)											
minus Pg 2 Lines 1 through 4 col (c), col (d), col (e), & col (f)											
NOTE: Title III Match May be Pooled to Meet Minimum Match Requirement											
SECTION C											
LOCAL PUBLIC AGENCIES MATCHING CONTRIBUTIONS											
(Local Public Agencies Must Contribute At Least 25% of Total Minimum Match)											
AREA PLAN ADMINISTRATION				Cash	In-Kind	Total	Source	Cash	In-Kind	Total	
MATCHING CONTRIBUTIONS							CONTRACTED AGENCIES				
LA County				212,631	168,664	381,295		2,646,635	1,057,798	3,704,433	
						-				0	
						-				0	
						-				0	
						-				0	
						-				0	
5 TOTAL				212,631	168,664	381,295	6. TOTAL	2,646,635	1,057,798	3,704,433	

ADEQUATE PROPORTION, USDA & TRANSFERS

BUDGET PERIOD: 07/01/2003-06/30/2004	[X] ORIGINAL: [] REVISION NO.:	GRANT NO.: FF 0304-19	DATE: 03/14/2003	PSA NO.: 19
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SECTION C

TRANSFER OF FUNDS AND USDA ADJUSTMENTS

ITEM	Amount	Fund	Current Budget	Increase	Decrease	New Budget Display
1. Total Supportive Services Federal Share Page 6 Column (h)	+	4,849,113				451,009
2. Less III B Ombudsman Federal Share Page 6 Column (h) Direct and Contracted	-	219,787				439,747
3. Less III B One-Time-Only Page 6 Column (h) Direct and Contracted	-	-				216,058
4. Equals III B Supportive Services Base Allocation	=	4,629,326				219,787
			4,504,326	125,000		4,629,326
			4,895,118	725,000		4,170,118
			2,405,094	600,000		3,005,094

SECTION D

USDA ENTITLEMENT

Service Category	Federal Share	% of Base*	Approved Percentage^
5. Information & Assistance			
6. Case Management	1,367,359		
7. Assisted Transportation			
8. Transportation			
9. Outreach	192,527		
10. Total Access	1,559,886	33.7%	30%
11. Personal Care	503,980		
12. Homemaker	501,642		
13. Chore			
14. Visiting/Telephoning	99,000		
15. In-Home Respite	148,683		
16. Alzheimer's Day Care	33,071		
17. Minor Home Modification			
18. Total In-Home	1,286,376	27.8%	25%
19. Legal Assistance	370,346	8.0%	8%

* Total Federal Share Divided by III B Base (line 3)

^ As Approved in the Area Plan

SECTION B

III B ONE-TIME-ONLY ALLOCATIONS (List Programs and Amounts):

Congregate Nutrition	Number of Senior Meals	Rate	Entitlement Amount
1. July 1 to Sept 30	261,786	0.53	138,747
2. Oct 1 to June 30	1,713,972	0.53	908,405
3. One-Time-Only USDA			
4. Total C-1 USDA	1,975,758		1,047,152
Home Delivered Nutrition	Number of Senior Meals	Rate	Entitlement Amount
5. July 1 to Sept 30	41,433	0.53	21,959
6. Oct 1 to June 30	896,675	0.53	475,238
7. One-Time-Only USDA			
8. Total C-2 USDA	938,108		497,197

TITLE III AND VII PROGRAMS-ADMIN & DIRECT SERVICES

BUDGET PERIOD: 07/01/2003-06/30/2004				[X] ORIGINAL [] REVISION NO.:				GRANT NO.: FF 0304-19				DATE: 03/14/2003		PSA NO.: 19				
POSITION TITLE	%	Admin	%	Direct III B	%	Direct III C-1	%	Direct III C-2	%	Direct III D	%	Direct VII Omb	%	Direct VII EAP	%	Total Title III & VII	%	Non-Title III & VII
Assistant Director	30%	33,685	10%	11,228											40%	44,913	60%	67,370
Program Manager	20%	19,433	25%	24,291											45%	43,724	55%	53,440
Admin Svcs Manager I	60%	40,433	40%	26,956											100%	67,389		
Project Supervisor	35%	23,414													35%	23,414	65%	43,482
Project Supervisor	25%	16,724													25%	16,724	75%	50,172
Project Supervisor			60%	40,138											60%	40,138	40%	26,758
Project Supervisor			60%	40,138											60%	40,138	40%	26,758
CSA III	50%	31,296													50%	31,296	50%	31,296
CSA III	15%	9,389													15%	9,389	85%	53,203
CSA III			35%	21,907											35%	21,907	65%	40,685
CSA II	15%	8,422													15%	8,422	85%	47,726
CSA II	100%	56,148													100%	56,148		
PAGE		238,944		164,658		0		0		0		0		0		403,602		440,890
TOTAL																		

SCHEDULE OF PAID PERSONNEL COSTS

TITLE III AND VII PROGRAMS-ADMIN & DIRECT SERVICES

BUDGET PERIOD: 07/01/2003-06/30/2004				[X] ORIGINAL [] REVISION NO.:				GRANT NO.: FF 0304-19				DATE: 03/14/2003		PSA NO.: 19				
POSITION TITLE	%	Admin	%	Direct III B	%	Direct III C-1	%	Direct III C-2	%	Direct III D	%	Direct VII Omb	%	Direct VII EAP	%	Total Title III & VII	%	Non- Title III & VII
CSA II	100%	56,148													100%	56,148		
CSA II	100%	56,148													100%	56,148		
CSA II	15%	8,422													15%	8,422	85%	47,726
CSA II	30%	16,844													30%	16,844	70%	39,304
CSA II	20%	11,230													20%	11,230	80%	44,918
CSA II					60%										60%	33,689	40%	22,459
CSA II					60%										60%	33,689	40%	22,459
CSA II					35%										35%	19,652	65%	36,496
CSA II					35%										35%	19,652	65%	36,496
CSA I	15%	7,556													15%	7,556	85%	42,820
Acct'g Officer II	10%	6,198													10%	6,198	90%	55,783
Accountant II	15%	6,936													15%	6,936	85%	39,305
Accounting Tech I	60%	20,822													60%	20,822	40%	13,882
Sr Secretary II	40%	17,788													40%	17,788	60%	26,681
Sr Secretary II	15%	6,670													15%	6,670	85%	37,799
Staff Asst II	15%	7,141	50%	23,805											65%	30,946	35%	16,663
PAGE		221,903		130,487		0	0	0	0	0	0	0	0	0		352,390		482,791
TOTAL																		

BUDGET PERIOD: 07/01/2003-06/30/2004

POSITION TITLE	%	Admin	%	Direct III B	Direct III C-1		Direct III C-2		Direct III D	Direct VII Omb		Direct VII EAP	%	Total Title III & VII	PSA NO.: 19	
					%		%			%					%	
Temp Clerical	100%	39,463											100%	39,463		
Temp Clerical	100%	37,563											100%	37,563		
Comm Cnt Dir II			50%	33,283									50%	33,283	50%	33,283
Comm Cnt Dir II			70%	46,596									70%	46,596	30%	19,970
Comm Cnt Dir I			75%	44,794									75%	44,794	25%	14,931
CSA II			100%	56,148									100%	56,148		
Comm Cnt Spec II			100%	48,794									100%	48,794		
Comm Cnt Spec I			50%	18,616									50%	18,616	50%	18,616
ITC			100%	29,722									100%	29,722		
Light Bus Driver			100%	28,980									100%	28,980		
SPW			50%	9,960									50%	9,960	50%	9,960
Neighbor Worker			25%	1,671									25%	1,671	25%	1,671
Neighbor Worker			25%	1,671									25%	1,671	25%	1,671
PAGE TOTAL		77,026		320,235	0	0	0	0	0	0	0	0		397,261		100,102
TOTAL SALARIES		537,873		615,380	0	0	0	0	0	0	0	0		1,153,253		1,023,783
EMPLOYEE BENEFITS		161,362		184,614	0	0	0	0	0	0	0	0		345,976	0	307,135
TOTAL PAID PERSONNEL		699,235	0	799,994	0	0	0	0	0	0	0	0	0	1,499,229	0	1,330,918

BUDGET PERIOD: 07/01/2003-06/30/2004

[illegible]

SCHEDULE OF SUPPORTIVE SERVICES (III B)

BUDGET PERIOD: 07/01/2003-06/30/2004		[X] ORIGINAL [] REVISION NO.:		GRANT NO.: FF 0304-19		DATE: 03/14/2003		PSA NO.: 19	
PROGRAMS	(a) Total Budgeted Costs	(b) Grant Related Income	Non-Matching Contributions		(c) State Funds	Matching Contributions		(h) Federal Share	
			(c) Cash	(d) In-Kind		(f) Cash	(g) In-Kind		
PART I DIRECT SERVICES									
Program Development	344,633							344,633	
Coordination	172,849							172,849	
Senior Centers	945,277					412,407		532,870	
Outreach (Info Vans)	20,000							20,000	
Health	65,000							65,000	
TOTAL DIRECT III B SERVICES	1,547,759	-	-	-	-	412,407	-	1,135,352	
PART II CONTRACTED SERVICES									
Personal Care (In-Home)*	968,227	32,435	1,100	1,608		361,841	67,263	503,980	
Homemaker (In-Home)*	968,320	15,252				337,230	114,196	501,642	
Chore (In-Home)*								-	
Adult Day/Health Care								-	
Case Management (Access)*	2,132,856	6,731	102,727	3,339	200,156	344,385	108,159	1,367,359	
Assisted Transportation (Access)*								-	
Transportation (Access)*								-	
Legal Assistance*	907,574	2,379	168,783			254,809	111,257	370,346	
Information & Assistance (Access)*								-	
Outreach (Access)*	172,527							172,527	
Other Services:									
a. Housing								-	
b. Alzheimer's (In-Home)*	75,827	17,892					24,864	33,071	
c. Security/Crime								-	
d. Health								-	
e. Mental Health								-	
f. Comm Svcs/Senior Center Mgt								-	
g. Employment								-	
h. Consumer								-	
i. Visiting (In-Home)*/Telephoning	229,293	288	2,166	792		53,744	73,303	99,000	
j. In-Home Respite (In-Home)*	148,683							148,683	
k. Minor Modification (In-Home)*								-	
l. Registry	297,366							297,366	
Ombudsman	905,853				592,610	23,153	70,303	219,787	
TOTAL CONTRACTED SERVICES	6,806,526	74,977	274,776	5,739	792,766	1,375,162	569,345	3,713,761	
TOTAL SUPPORTIVE SERVICES	8,354,285	74,977	274,776	5,739	792,766	1,787,569	569,345	4,849,113	

**SCHEDULE OF NUTRITION (III C-1 & III C-2) &
DISEASE PREVENTION (III D) PROGRAMS**

BUDGET PERIOD: 07/01/2003-06/30/2004		[X] ORIGINAL [] REVISION NO.:		GRANT NO.: FF 0304-19		DATE: 03/14/2003		PSA NO.: 19	
PROGRAMS	(a) Total Budgeted Costs	(b) Grant Related Income	(c) USDA	Non-Matching Contributions		(f) State Funds	Matching Contributions		(i) Federal Share
				(d) Cash	(e) In-Kind		(g) Cash	(h) In-Kind	
III C-1									
Congregate Meals	14,367,968	2,106,108	1,047,152	255,981	279,614	309,043	2,536,271	3,686,931	4,146,868
Nutrition Counseling									
Nutrition Education	23,250								23,250
Total III C-1	14,391,218	2,106,108	1,047,152	255,981	279,614	309,043	2,536,271	3,686,931	4,170,118
III C-2									
Home Delivered Meals	6,024,501	831,688	497,197	22,332	52,755	159,733	678,899	784,053	2,997,844
Nutrition Counseling									
Nutrition Education	7,250								7,250
Total III C-2	6,031,751	831,688	497,197	22,332	52,755	159,733	678,899	784,053	3,005,094
III D									
Nutrition Counseling	130,018	28		123		15,532	26,507	4,796	83,032
Nutrition Education	110,570						26,034	1,505	83,031
Disease Prev & Health Promotion	109,969						26,034	904	83,031
Medication Management	91,728						7,949		83,779
Total III D	442,285	28	0	123	0	15,532	86,524	7,205	332,873

**ASSURANCES REQUIRED BY THE OLDER AMERICANS ACT OF 1965,
AS AMENDED IN 2000**

A. The Area Agency agrees that it shall:

Requirement: OAA 306(a)(2)

Assurance: Provide assurances that an adequate proportion, as required under Section 307(a)(2), of the amount allotted for Part B to the Planning and Service Area will be expended for the delivery of each of the following categories of services:

- (A) services associated with access to services (transportation, outreach, information and assistance, and case management services);
- (B) in-home services, including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction; and
- (C) legal assistance;

and assurances that the AAA will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded.

Requirement: OAA 306(a)(4)(A)(i)

Assurance: Provide assurances that will set specific objectives for providing services to older individuals with greatest economic need and older individuals with greatest social need, include specific objectives for providing services to low-income minority individuals and older individuals residing in rural areas, and include proposed methods of carrying out the preference in the Area Plan.

Requirement: OAA 306(a)(4)(ii)

Assurance: Provide assurances that in each agreement made with a provider of any service under this title, a requirement that such provider:

- (A) specify how the provider intends to satisfy the service needs of low-income minority individuals and older individuals residing in rural areas in the area served by the provider;
- (B) to the maximum extent feasible, provide services to low-income minority individuals and older individuals residing in rural areas in accordance with their need for such services; and
- (C) meet specific objectives established by the AAA, for providing services to low-income minority individuals and older individuals residing in rural areas within the planning and service area.

Requirement: OAA 306(a)(4)(A)(iii)

Assurance: With respect to the fiscal year preceding the fiscal year for which such plan is prepared:

- (A) identify the number of low-income minority older individuals and older individuals residing in rural areas in the Planning and Service Area;
- (B) describe the methods used to satisfy the service needs of such minority older individuals; and
- (C) provide information on the extent to which the AAA met the objectives described in clause (a)(4)(A)(i).

Requirement: OAA 306(a)(4)(B)

Assurance: Provide assurances that outreach efforts will identify individuals eligible for assistance under this Act, with special emphasis on:

- (A) older individuals residing in rural areas;
- (B) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
- (C) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
- (D) older individuals with severe disabilities;
- (E) older individuals with limited English-speaking ability; and
- (F) older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals);

and inform the older individuals referred to in (A) through (F), and the caretakers of such individuals, of the availability of such assistance.

Requirement: OAA 306(a)(4)(C)

Assurance: Provide assurance that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas.

Requirement: OAA 306(a)(5)

Assurance: Provide assurances that it will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, with agencies that develop or provide services for individuals with disabilities.

Requirement: OAA 306(a)(9)

Assurance: Provide assurances that in carrying out the State Long-Term Care Ombudsman Program under Section 307(a)(9), it will expend not less than the total amount of funds appropriated under this Act and expended by the agency in fiscal year 2000 in carrying out such a program under this title.

Requirement: OAA 306(a)(11)

Assurance: Provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as "older Native Americans"), including:

- (A) information concerning whether there is a significant population of older Native Americans in the planning and service area and, if so, an assurance that the AAA will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
- (B) an assurance that the AAA will, to the maximum extent practicable, coordinate the services the agency provides under this title with services provided under Title VI; and
- (C) an assurance that the AAA will make services under the area plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

Requirement: OAA 306(a)(13)(A)

Assurance: Provide assurances that it will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships.

Requirement: OAA 306(a)(13)(B)

Assurance: Provide assurances that it will disclose to the Assistant Secretary and the State agency:

- (A) the identity of each non-governmental entity with which such agency has a contract or commercial relationship relating to providing any service to older individuals; and
- (B) the nature of such contract or such relationship.

Requirement: OAA 306(a)(13)(C)

Assurance: Provide assurances that it will demonstrate that a loss or diminution in the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships.

Requirement: OAA 306(a)(13)(D)

Assurance: Provide assurances that it will demonstrate that the quantity or quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships.

Requirement: OAA 306(a)(13)(E)

Assurance: Provide assurances that it will, on the request of the Assistant Secretary or the State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals.

Requirement: OAA 306(a)(14)

Assurance: Provide assurances that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the AAA to carry out a contract or commercial relationship that is not carried out to implement this title.

Requirement: OAA 306(a)(15)

Assurance: Provide assurances that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title.

B. Code of Federal Regulations Requirements:

[a] The Older Americans Act intends that the area agency on aging shall be the leader relative to all aging issues on behalf of all older individuals in the planning and service area. This means that the area agency shall proactively carry out, under the leadership and direction of the State agency, a wide range of functions related to advocacy, planning, coordination, interagency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community based systems in, or serving, each community in the planning and service area. These systems shall be designed to assist older individuals in leading independent, meaningful and dignified lives in their own homes and communities as long as possible.

[b] A comprehensive and coordinated community-based system described in paragraph (a) of this section shall: {1} Have a visible focal point of contact where anyone can go or call for help, information or referral on any aging issue; {2} Provide a range of options; {3} Assure that these options are readily accessible to all older individuals: The independent, semi-dependent and totally dependent, no matter what their income; {4} Include a commitment of public, private, voluntary, and personal resources committed to supporting the system; {5} Involve collaborative decision-making among public, private, voluntary, religious, and fraternal organizations and older people in the community; {6} Offer special help or targeted resources for the most vulnerable older individuals, those in danger of losing their independence; {7} Provide effective referral from agency to agency to assure that information or assistance is received, no matter how or where contact is made in the

community; {8} Evidence sufficient flexibility to respond with appropriate individualized assistance, especially for the vulnerable older person; {9} Have a unique character which is tailored to the specific nature of the community; {10} Be directed by leaders in the community who have the respect, capacity, and authority necessary to convene all interested individuals, assess needs, design solutions, track overall success, stimulate change, and plan community responses for the present and for the future. CFR [1321.53(a)(b)]

Use the resources made available to the area agency on aging under the OAA to finance those activities necessary to achieve elements of a community-based system set forth in paragraph (b) of section 1321.53. [1321.53(c)]

Work with elected community officials in the planning and service area to designate one or more focal points on aging in each community, as appropriate. [1321.53(c)]

Assure access from designated focal points to services financed under the Older Americans Act. [1321.53(c)]

Work with, or work to assure that community leadership works with, other applicable agencies and institutions in the community to achieve maximum collocation at, coordination with, or access to other services and opportunities for the elderly from the designated community focal points. CFR [1321.53(c)]

Consult with and support the State's Long Term Care Ombudsman Program. [1321.61(b)(4)]

[Not deem any] requirement in Section 1321.61 to supersede a prohibition contained in the Federal appropriation on the use of Federal funds to lobby the Congress; or the lobbying provision applicable to private nonprofit agencies and organizations contained in OMB Circular A-122. [1321.61(d)]

Assure that individuals age 60 and over who are frail, homebound by reason of illness or incapacitating disability, or otherwise isolated, shall be given priority in the delivery of services under this part. [1321.69(a)]

C. The California Department of Aging (CDA) assures:

Requirement: OAA 305(a)(2)(A)

Assurance: Except as provided in subsection (b)(5), that it will designate for each such area (Planning and Service Area) after consideration of the views offered by the unit or units of general purpose local government in such area, a public or private nonprofit agency or organization as the AAA for such area.

Requirement: OAA 305(a)(2)(B)

Assurance: That it will provide assurances, satisfactory to the Assistant Secretary, that the State agency will take into account, in connection with matters of general policy arising in the development and administration of the State Plan for any fiscal year, the

views of recipients of supportive services or nutrition services, or individuals using multipurpose senior centers provided under such plan.

Requirement: OAA 305(a)(2)(E)

Assurance: That preference will be given to providing services to older individuals with greatest economic need and older individuals with greatest social need, with particular attention to low-income minority individuals and older individuals residing in rural areas and include proposed methods of carrying out the preference in the State Plan.

Requirement: OAA 305(a)(2)(F)

Assurance: That it will require use of outreach efforts described in Section 307(a)(16).

Requirement: OAA 305(a)(2)(G)(ii)

Assurance: That it will undertake specific program development, advocacy, and outreach efforts focused on the needs of low-income minority older individuals and older individuals residing in rural areas.

Requirement: OAA 305(c)(5)

Assurance: That in the case of a state specified in subsection (b)(5), the State agency and AAAs shall provide assurance, determined adequate by the State agency, that the AAA will have the ability to develop an area plan and to carry out, directly or through contractual or other arrangements, a program in accordance with the plan within the Planning and Service Area.

Requirement: OAA 307(a)(7)(A)

Assurance: That such fiscal control and fund accounting procedures will be adopted as may be necessary to assure proper disbursement of, and accounting for, federal funds paid under this title to the State, including any such funds paid to the recipients of a grant or contract.

Requirement: OAA 307(a)(7)(B)

Assurance:

- (A) no individual (appointed or otherwise) involved in the designation of the State agency or an AAA, or in the designation of the head of any subdivision of the State agency or of an AAA, is subject to a conflict of interest prohibited under this Act;
- (B) no officer, employee, or other representative of the State agency or an AAA is subject to a conflict of interest prohibited under this Act; and
- (C) mechanisms are in place to identify and remove conflicts of interest prohibited under this Act.

Requirement: OAA 307(a)(9)

Assurance: That the State agency will carry out, through the Office of the State Long-Term Care Ombudsman, a State Long-Term Care Ombudsman Program in accordance

with Section 712 and this title, and will expend for such purpose an amount that is not less than an amount expended by the State agency with funds received under this title for fiscal year 2000, and an amount that is not less than the amount expended by the State agency with funds received under Title VII for fiscal year 2000.

Requirement: OAA 307(a)(10)

Assurance: That the special needs of older individuals residing in rural areas will be taken into consideration and shall describe how those needs have been met and describe how funds have been allocated to meet those needs.

Requirement: OAA 307(a)(11)(A)

Assurance: That AAAs will:

- (A) enter into contracts with providers of legal assistance which can demonstrate the experience or capacity to deliver legal assistance;
- (B) include in any such contract provisions to assure that any recipient of funds under division (A) will be subject to specific restrictions and regulations promulgated under the Legal Services Corporation Act (other than restrictions and regulations governing eligibility for legal assistance under such Act and governing membership of local governing boards) as determined appropriate by the Assistant Secretary; and
- (C) attempt to involve the private bar in legal assistance activities authorized under this title, including groups within the private bar furnishing services to older individuals on a pro bono and reduced fee basis.

Requirement: OAA 307(a)(11)(B)

Assurance: That no legal assistance will be furnished unless the grantee administers a program designed to provide legal assistance to older individuals with social or economic need and has agreed, if the grantee is not a Legal Services Corporation project grantee, to coordinate its services with existing Legal Services Corporation projects in the planning and service area in order to concentrate the use of funds provided under this title on individuals with the greatest such need; and the AAA makes a finding, after assessment, pursuant to standards for service promulgated by the Assistant Secretary, that any grantee selected is the entity best able to provide the particular services.

Requirement: OAA 307(a)(11)(D)

Assurance: To the extent practicable, that legal assistance furnished under the plan will be in addition to any legal assistance for older individuals being furnished with funds from sources other than this Act and that reasonable efforts will be made to maintain existing levels of legal assistance for older individuals.

Requirement: OAA 307(a)(11)(E)

Assurance: That AAAs will give priority to legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination.

Requirement: OAA 307(a)(12)

Assurance: Whenever the State desires to provide for a fiscal year for services for the prevention of abuse of older individuals, that any AAA carrying out such services will conduct a program consistent with relevant State law and coordinated with existing State adult protective service activities for:

- (A) public education to identify and prevent abuse of older individuals;
- (B) receipt of reports of abuse of older individuals;
- (C) active participation of older individuals participating in programs under this Act through outreach, conferences, and referral of such individuals to other social service agencies or sources of assistance where appropriate and consented to by the parties to be referred; and
- (D) referral of complaints to law enforcement or public protective service agencies where appropriate.

Requirement: OAA 307(a)(13)

Assurance: That each State will assign personnel (one of whom shall be known as a legal assistance developer) to provide State leadership in developing legal assistance programs for older individuals throughout the State.

Requirement: OAA 307(a)(14)

Assurance: That if a substantial number of the older individuals residing in any planning and service area in the State are of limited English-speaking ability, then the State will require the AAA for each such planning and service area:

- (A) To utilize in the delivery of outreach services under Section 306(a)(2)(A), the services of workers who are fluent in the language spoken by a predominant number of such older individuals who are of limited English-speaking ability.
- (B) To designate an individual employed by the AAA, or available to such AAA on a full-time basis, whose responsibilities will include:
 - (i) taking such action as may be appropriate to assure that counseling assistance is made available to such older individuals who are of limited English-speaking ability in order to assist such older individuals in participating in programs and receiving assistance under this Act; and
 - (ii) providing guidance to individuals engaged in the delivery of supportive services under the area plan involved to enable such individuals to be aware of cultural sensitivities and to take into account effective linguistic and cultural differences.

Requirement: OAA 307(a)(16)

Assurance: That the State agency will require outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:

- (A) older individuals residing in rural areas;
- (B) older individuals with greatest economic need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
- (C) older individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas);
- (D) older individuals with severe disabilities;
- (E) older individuals with limited English-speaking ability; and
- (F) older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and inform the older individuals referred to in clauses (A) through (F) and the caretakers of such individuals, of the availability of such assistance.

Requirement: OAA 307(a)(17)

Assurance: That with respect to the needs of older individuals with severe disabilities it will coordinate planning, identification, assessment of needs, and service for older individuals with disabilities with particular attention to individuals with severe disabilities with the State agencies with primary responsibility for individuals with disabilities, including severe disabilities, to enhance services and develop collaborative programs, where appropriate, to meet the needs of older individuals with disabilities.

Requirement: OAA 307(a)(18)

Assurance: That AAAs will conduct efforts to facilitate the coordination of community-based, long-term care services, pursuant to Section 306(a)(7), for older individuals who:

- (A) reside at home and are at risk of institutionalization because of limitations on their ability to function independently;
- (B) are patients in hospitals and are at risk of prolonged institutionalization; or
- (C) are patients in long-term care facilities, but who can return to their homes if community-based services are provided to them.

Requirement: OAA 307(a)(19)

Assurance: The plan shall include the assurances and description required by Section 705(a).

Requirement: OAA 307(a)(20)

Assurance: That special efforts will be made to provide technical assistance to minority providers of services.

Requirement: OAA 307(a)(21)

Assurance:

- (A) it will coordinate programs under this title and programs under Title VI, if applicable; and
- (B) it will pursue activities to increase access by older individuals, who are Native Americans, to all aging programs and benefits provided by the agency, including programs and benefits provided under this title, if applicable, and specify the ways in which the State agency intends to implement the activities.

Requirement: OAA 307(a)(22)

Assurance: That if case management services are offered to provide access to supportive services, it shall ensure compliance with the requirements specified in Section 306(a)(8).

Requirement: OAA 307(a)(23)

Assurance: That demonstrable efforts will be made to:

- (A) coordinate services provided under this Act with other State services that benefit older individuals; and
- (B) provide multigenerational activities, such as opportunities for older individuals to serve as mentors or advisers in child care, youth day care, educational assistance, at-risk youth intervention, juvenile delinquency treatment, and family support programs.

Requirement: OAA 307(a)(24)

Assurance: That the State will coordinate public services within the State to assist older individuals to obtain transportation services associated with access to services provided under this title, to services under Title VI, to comprehensive counseling services, and to legal assistance.

Requirement: OAA 307(a)(25)

Assurance: That the State has in effect a mechanism to provide for quality in the provision of in-home services under this title.

Requirement: OAA 307(a)(26)

Assurance: That funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the State agency, or an AAA, to carry out a contract or commercial relationship that is not carried out to implement this title.

Requirement: OAA 308(b)(3)(E)

Assurance: That no amounts received by the State under this paragraph will be used to hire any individual to fill a job opening created by the action of the State in laying off or terminating the employment of any regular employee not supported under this Act in anticipation of filling the vacancy so created by hiring an employee to be supported through use of amounts received under this paragraph.

APPENDIX I
2003-04 Update to the 2001-2005 Area Plan
AAA Services Matrix

PSA 19

FY 2003-2004

Instructions:

1. Indicate under the appropriate column on the Service Matrix each OAA and CBSP program/service the AAA provides by entering "C" if contracted, a "D" if a direct service, and "C/D" if both.
2. The "Other" column is used to identify funds from other sources, e.g., local government agencies, private funding, and grants.
3. If a Title III/IV or CBSP program has been checked as a direct service, complete Appendix IA, IB, and/or IC.
4. Optional: The "Funding Amount" column may be used to indicate all funds from any source used to provide the program/service.

OAA Programs	Funding Sources (Enter "C," "D," or "C/D")							Funding Amount (Optional)
	III B	III C	III D	V	VII	State	Other	
Adult Day Care/Health	C							
Alzheimer's Day Care (ADCRC)	C						C	
Assisted Transportation								
Case Management	C					C	C	
Minor Home Modifications								
Community Services/Senior Center Management	C&D		D				D	
Consumer								
Congregate Meals		C						
Disease Prevention			D					
Elder Abuse Prevention	C				C			

AP 1

OAA Programs	Funding Sources							Funding Amount (Optional)
	III B	III C	III D	V	VII	State	Other	
Employment				D				
Health								
Home Delivered Meals		C						
Homemaker	C							
Home Repair								
Housing								
Information & Assistance *							D	
In-Home Respite	C						C	
Legal Assistance	C							
Medication Management			C					
Mental Health								
Minor Home Modification	C					C	C	
Nutrition Counseling		C	C					
Nutrition Education		C	C					
Ombudsman	C				C			
Outreach	C						C	
Personal Care	C							

*Please note that the Adult Protections Services (APS) section of Community and Senior Services provides the funding for Information and Assistance Services.

OAA Programs	Funding Sources							Funding Amount (Optional)
	III B	III C	III D	V	VII	State	Other	
Program Development & Coordination	D							
Security/Crime								
Senior Center Renovation/ Acquisition								
Transportation								
Visiting								

Community-Based Services Programs	Funding Sources							Funding Amount (Optional)
	III B	III C	III D	V	VII	CBSP	Other	
ADCRC	C					C		
Brown Bag								
Foster Grandparent								
HICAP						C		
Linkages						C*		*Integrated Care Management
Respite Purchase of Service						C		
Respite Registry	C					C		
Senior Companion								

APPENDIX IA

NOTICE OF INTENT FOR AREA AGENCY ON AGING TO PROVIDE SPECIFIED OLDER AMERICANS ACT SERVICES

CDA has determined that provision of the specific Title III and Title VII services listed below is considered to be part of the function of an AAA. (California Code of Regulations, Article 3, §7320.)

On the basis of completion of Appendix IA, the AAA will receive authorization to provide these services for the years checked below.

Check all applicable Services

- ☐ Title III B
Information and Assistance
(formerly Information and Referral) ___ FY 2001-02 ___ FY 02-03 ___ FY 03-04 ___ FY 04-05
- ☒ Title III B
Case Management X FY 2001-02 X FY 02-03 X FY 03-04 X FY 04-05
- ☒ Title III B
Program Development
and Coordination X FY 2001-02 X FY 02-03 X FY 03-04 X FY 04-05
- ☒ Title III D
Disease Prevention
and Health Promotion X FY 2001-02 X FY 02-03 X FY 03-04 X FY 04-05
- ☒ Title VII
Prevention of Elder Abuse,
Neglect, and Exploitation X FY 2001-02 X FY 02-03 X FY 03-04 X FY 04-05

- Describe below the methods that will be used to assure that target populations will be served throughout the PSA. (Attach additional documentation, as needed.)

The department's staff who is responsible for carrying PD&C and Title V tasks are multilingual and multicultural, and are committed to meeting the service needs of the targeted population in the PSA.

APPENDIX IB

REQUEST FOR APPROVAL TO PROVIDE TITLE III DIRECT SERVICES Older Americans Act, Section 307(a)(8) California Code of Regulations, Article 3, §7320(c)

Complete a separate Appendix IB for each Title III service for which the AAA is requesting a waiver to provide as a direct service. (Do not include services identified in Appendix IA.)

Service: Community Service

- Basis of Request for Waiver:

☐ Necessary to Assure an Adequate Supply of Services

-OR-

☒ Comparable Quality is More Economical if Provided by the AAA

- Check each applicable Fiscal Year:

 X FY 2001-02 X FY 2002-03 X FY 2003-04 X FY 2004-05

- Summarize below the process followed and the facts that support this request. Also list the documentation available and add an asterisk next to the items that are attached.

The Los Angeles County Area Agency on Aging requests a waiver to continue provision of Community Services at three County-owned multipurpose senior center facilities on the basis of more economical provision of services, per CDA PM 86-60 (P).

The AAA uses OAA funds to operate three multipurpose senior centers within the county, located in the communities of Altadena, Lancaster, and Willowbrook. The centers are staffed by a small core of professionals, supported by volunteers. These senior centers are focal points for senior activities within their communities. Services offered at the senior centers include information and assistance, outreach, activity scheduling, nutrition, reduced fare bus passes, and other recreational and educational activities and services, totaling 31,350 contacts annually. The three senior centers are partially funded within \$532,870 in OAA funds and in County General funds.

With regard to the quality of services, the large number of older adults who continue to use the services is an indication of the effectiveness of the services provided. The Area Agency on Aging regularly receives feedback regarding the quality of services from the senior advisory councils associated with each center. These advisory councils are highly supportive of the level of services provided and the commitment of the assigned staff.

APPENDIX II

PUBLIC HEARINGS

Conducted for the 2003-2004 Planning Period
California Code of Regulations, Title 22, Article 3, §7302(a)(10) and §7308

- Place an asterisk beside the hearing(s) where the Area Plan was presented in a language other than English and/or a translator was used.
- Indicate any hearing held at a long-term care facility by entering (LTC) after the appropriate location.

<u>Location</u>	<u>Date</u>	<u>Number Attending</u>
* Department of Community and Senior Services 3175 6 th St, Room 105 Los Angeles, CA 90020	12/18/02	40
_____	_____	_____
_____	_____	_____
_____	_____	_____

1. Discuss outreach efforts used in seeking input from institutionalized, homebound, and/or disabled older individuals.

Information announcing the Public Hearing was sent and/or publicized via fax, telephone correspondence, in newspapers, on the county website and through email to AAA Advisory Council members, Commission on Aging, contract service providers and community stakeholders. A Spanish translator was available at the Hearing.

2. Were proposed expenditures for Program Development and Coordination discussed at the hearing?

_____ Yes

_____ No

 X Not Applicable

3. Summarize the comments received concerning proposed expenditures for Program Development and Coordination, if applicable.

N/A

Public Hearings (Appendix II, continued)

4. Were all interested parties notified of the public hearing and provided the opportunity to testify regarding the establishment of minimum percentages for adequate proportion in the PSA?

 Yes

 No

 X Not Applicable

5. Summarize the comments received concerning the establishment of minimum percentages for adequate proportion.

N/A

6. Summarize other major issues discussed or raised at the public hearings.

The Public Hearing held December 18, 2002 provided AAA an opportunity to collect consumer input on the proposed changes to its funding priorities for the four-year period 2004-2007. The main identified issues for which testimony was requested included: 1.) Proposed implementation of the integrated Home Based Care model for in-home services including registry, respite, personal care, and homemaking services; 2.) Proposed redirection of Minor Home Modification funds to the Home Based Care program, while making the Minor Home Modification services available through the Integrated Care Management Program's purchase of service feature; 3.) Proposed revisions of the traditional Legal Assistance Program, and 4.) Proposed implementation of a Senior Legal Information and Assistance Demonstration project. Consumer testimony included:

- Home-Based Care services program may enhance IHSS program
- Be mindful of cultural barriers/factors that may impact the delivery of services
- Higher prevalence/need for Dementia related care among African Americans and Caucasians
- Higher employment rate among African American caregivers than any other group
- Approximately half of all caregivers of severely impaired older persons are providing care to a person with dementia
- Caregivers of persons with dementia are at risk for substance abuse, physical illness, reduced immune function and various health problems due to the emotional, physical, financial, and legal challenges.
- Incorporate client/caregiver education and counseling as part of home-based care
- Home-Based Care model provides client choice and self direction
- Involve the consumers in design and evaluation of Home-Based Care

- Need various/individualized forms of available respite care
 - Choices should be left up to families regarding type of respite care service
 - Seniors and people with disabilities must be brought together as one population under service delivery
 - Raise awareness that minority elders, who tend to be socially and culturally isolated, are becoming the majority
 - Need for minor home modification funds to be used towards home modifications that help older adults and those with disabilities sustain a livable level of independence in the home, and caregivers who provide assistance with activities of daily living.
 - Minor Home Modifications enables independent living and promote self-reliance
 - Need for Minor Home Modifications over expansion of personal care and homemaking services
 - Agencies should arrange services between seniors with disabilities and Care Management Service Providers thereby increasing the availability of services to consumers and providers who receive IHSS
 - Emphasize a team approach in order to deliver quality and quantity of services to seniors with disabilities
 - Encourage use of volunteer attorneys, law students, and paralegals
 - Must expand legal services; target under-served ethnic communities and immigration issues
 - Family caregiver and kinship needs are skyrocketing
 - Need for accessible transportation for elderly
 - ICM providers are not placed centrally
 - Increase community education on definition/role of "caregiver," in hopes of reaching ethnic elders, teaching them to self identify with the education.
 - Elders do not have the resources to access legal services
 - Elders/ Caregivers may wait until there is a crisis before attempting to access legal services
 - Early intervention of legal services would be less costly and help preserve quality of life.
 - Legal services should be de-centralized; need for multiple-providers, e.g., one legal group in each SPA to better access local resources
 - Community input bridges the gap between people in need of services and the service providers.
 - Need for input among non-providers on needs, gaps, and service delivery
 - Legal Services Hotline must have a cultural competency component
 - Legal Services Hotline should serve as a supplement to traditional services, not a substitute for direct representation.
7. List major changes in the Area Plan resulting from input by attendees at the hearings.

Based on consumer input gathered at the Public Hearing, the following changes were made, pertaining to AAA programs and the Area Plan. The combined efforts of an In-Home Services Task Force— comprised of AAA contracted providers of in-

home services, AAA Advisory Council members, and a representative from the Personal Assistance Services Council—joined with consumer input, set the foundation for the coordination of in home services to assist older adults to maintain independent living and to support caregivers in their caregiving role. In order to maximize limited resources while providing countywide coverage, funds from the following programs were combined into one integrated Home-Based Care model: Respite care, Registry, Housekeeping/homemaking, Personal Care, Chore/ Minor Home Modification, Respite Registry, and Respite purchase of service.

Funds previously allocated to Chore/ Minor Home Modification have been redirected to the Home-Based Care program. Chore/ Minor Home Modification has been incorporated as part of Integrated Care Management, and available through the Purchase of Service (POS) component.

As the need for expanded availability of legal assistance has increased and available resources have not increased, the AAA reviewed the traditional legal assistance program including a review of recommendations from both a state-wide and local Legal Services Task force, which served as guides in improving the Program's efficiency and productivity. Key recommendations included enhancing communication among providers, stakeholders, and the public, increasing funding for effective monitoring and evaluation of Legal Services, improving access to and availability of services through out the Service Planning Areas, encouraging the use of volunteer attorneys, law students, and paralegals in providing legal assistance, expanding service eligibility, and implementing improved data collection, outcome measurement and evaluation of legal services.

In order to provide seniors with fast, accurate, and timely advice on any legal subject, and improve access for the currently underserved clients, the AAA hopes to develop a pilot project for a Legal Services Hotline, recommended and supported by the state-wide Senior Legal Services Task Force. Once implemented, expected outcomes include increasing access to Legal Services for diverse populations, providing services such as document preparation and telephone advocacy, achieving cost savings, and, allowing other programs to better focus their resources on extended service cases and systematic advocacy.

APPENDIX III

GOVERNING BOARD

California Code of Regulations, Article 3, §7302(a)(11)

Number of Members on the Board: 5

Los Angeles County Board of Supervisors

Names/Titles of Officers

Term Expires

Yvonne Brathwaite Burke, Chair
Supervisor, Second District

2004

Gloria Molina, Chair Pro Tem
Supervisor, First District

2006

Names/Titles of all other Board Members

Term Expires

Zev Yaroslavsky
Supervisor, Third District

2006

Don Knabe
Supervisor, Fourth District

2004

Michael Antonovich
Supervisor, Fifth District

2004

APPENDIX IV

ADVISORY COUNCIL Code of Federal Regulations 42 CFR §1321.57 California Code of Regulations, Article 3, § 7302(a)(12)

Attach a copy of the current Advisory Council Membership that includes:

- Names/Titles of Officers and Date Term Expires (See Attachment 1)
- Names/Titles of other Advisory Council Members and Date Term Expires (See Attachment 2)
Indicate which member(s) represent each of the "Other Representation" categories listed below.

Total Council Membership (including vacancies)
Number of Council Members 60+

99

79

	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
Race/Ethnic Composition		
White	<u>51</u>	<u>46.5</u>
Hispanic	<u>23</u>	<u>8.1</u>
Black	<u>8</u>	<u>28.3</u>
Asian/Pacific Islander	<u>14</u>	<u>12.1</u>
Native American/Alaskan Native	<u>37</u>	<u>2</u>
Other	<u>1</u>	<u>2</u>
Other Representation	<u>Yes</u>	<u>No</u>
Low Income Representative	<u>x</u>	<u></u>
Disabled Representative	<u>x</u>	<u></u>
Supportive Services Provider Representative	<u>x</u>	<u></u>
Health Care Provider Representative	<u>x</u>	<u></u>
Veteran Health Care Provider Representative	<u>x</u>	<u></u>
Local Elected Officials	<u>x</u>	<u></u>
Individuals with Leadership Experience in the Private And Voluntary Sectors	<u>x</u>	<u></u>

- Explain any "No" answer.
- Briefly describe the process designated by the local governing board to appoint Advisory Council members. (Attach additional paper, as needed.)

The following methods pertain to Advisory Council membership:

- Membership nominations are accepted by application.
- Candidates are recommended by the Advisory Council's Administrative Committee.
- New members are approved by the Advisory Council's Executive Board.
- Governing Board does not appoint member to Advisory Council.

LOS ANGELES COUNTY
AREA AGENCY ON AGING ADVISORY COUNCIL
3333 Wilshire Blvd., Suite 400 / LOS ANGELES, CALIFORNIA 90010
(213) 738-2947 - FAX (213) 637-9787 - TTY (213) 427-6114

Advisory Council Officers
2003 - 2004

President
Matty Fegan-Perry
(310) 637-9893

Vice President
Glenna Amos
(562) 928-7447

Recording Secretary
Oleeta Igar
(818) 340-2390

Corresponding Secretary
Inell Woods
(323) 751-4386

Financial Officer
Vatche Kelartinian
(626) 577-8480

Historian
Ric Rickles
(323) 656-0471

Sergeant-at-Arms
Dr. Ernie Smith
(909) 628-7052

**LOS ANGELES COUNTY AREA AGENCY ON AGING ADVISORY COUNCIL
MEMBERSHIP ROSTER – February 3, 2004**

REVISED: February 3, 2004

#	NAME	ADDRESS & PHONE NUMBER	AFFILIATION	60 or Over Yes No	Ethnicity Code	COMMITTEE ASSIGNMENTS	APPOINTED	C/S/A
1.	AMBROSE, Natalie	39124 Calle de Sota Santa Clarita, 91390-1005 661-270-1517 (H) 661-270-1358 (F)	SAAC1 Adv. Committee – Chair DMH Detention Ministry Advisory Council, L.A. Diocese	X	C	Past President Women's Issues	1/24/95	C-25 S-17 A-36
2.	AMOS, Glenna	1125 W. 6 th Street, Ste. #400 Los Angeles, CA 90017 562-928-7447 (H) 213-202-3970 (W)	United American Indian Involvement, Inc. Project with Industries AARP Retired Public Employee's Association	X	NA	Vice President Employment/Transportation	3/13/00	C-9
3.	ANDERSON, Ted R.	4580 Hazelnut Avenue Seal Beach, CA 90740 562-795-5008 (H) 562-795-5088 (F) andert8998@earthlink.net	LA County Commission on Aging, President LACO Workforce Investment Board Friends of Taiwan	X	C	Employment/Transportation	1/22/91	C-31 S-27 A-49
4.	BATTLE, Ada	14822 S. Frailey Ave. Compton, CA 90221 310-632-7302	Affiliated Committee Aging AARP Henry Herrisford Club Dollar Hide Senior Council	X	AA	Legislative/Advocacy	7/24/00	
5.	BELTON, Margaret "Maggie"	440 N. Madison, #816 Pasadena, 91101 626-796-1934 (H/F – call first)	Senior Advocacy Council Personal Assistance Services Council Board Chair Pasadena Senior Center Senior Advocacy Council in Pasadena	X	AA	Membership	3/24/97	C-28 S-21 A-44
6.	BIRNBAUM, Madelaine Gwertzman	740 S. Orange Grove Blvd. Pasadena, 91105 626-799-0359 (H)	League of Women Voters National Alliance for Mentally Ill	X	C	Legislative/Advocacy Women's Issues	5/22/78	C-27 S-21 A-44
7.	BISHOP, Lula M. Don3ells@aol.com	1549 West 82 nd Street Los Angeles, Ca 90047 323-758-6156 (H) 310-516-6668 (W)	8 th District NDC Council Democratic Club ANCOR	X	AA	Legislative/Advocacy Elder Abuse & Fraud	1/28/02	
8.	BLACKWELL, Maxine	1825 Marvin Ave. Los Angeles, 90019 323-938-8281	Los Angeles Federation of Senior Citizen's Club Congress of CA Seniors	X	AA	Women's Issues	9/16/94	C-32 S-26 A-47
9.	BROWN, Eileen	2120 Foothill Blvd. Suite 115 La Verne, CA 91750 909-593-7511 rsvpseb@gte.net	Community Senior Services Retired & Senior Volunteer Program	X	C	Communication and Intergenerational – Co-chair	1/24/00	

Ethnicity Code: C = Caucasian L = Latino AA = African American API = Asian/Pacific Islanders NA = Native American

C = Congressional District
S = Senatorial District
A = Assembly District

#	NAME	ADDRESS & PHONE NUMBER	AFFILIATION	60 or Over Yes No	Ethnicity Code	COMMITTEE ASSIGNMENTS	APPOINTED	C/S/A
10.	CALDERON, Mike	300 N. 20 th Street Montebello, CA 90640 323-722-5959	AARP/Vote President Chapter 221	X	L	Health/LTC	2/14/00	
11.	CHANG, Charles	13332 Montecito Tustin, CA 92782 310-459-1195 213-427-4008 (F)	Korean Health Education Information and Research Center Korean Human Rights Institute	X	API	Health/LTC	4/26/99	C-29 S-23 A-41
12.	CHEN, Chun-Yen H.	1980 Sycamore Dr. San Marino, CA 90017 626-237-0069 (H) 213-250-2911 (W)	Asian Pacific Women's Center	X	API	Elder Abuse & Fraud	4/22/02	C-27 S-21 A-44
13.	CHU, Alice	2866 Markridge Rd. La Crescenta, Ca 91214 818-249-7776 (H) 213-351-7332 (W) 213-580-0005 (F)	LA County Dept of Health Services Asian Pacific Policy & Planning Council	X	API	Health/LTC	6/10/96	C-30 S-22 A-46
14.	CLARK, Ronald	21007 Victor St. #11 Torrance, CA 90503 310-542-4339	Southern California Stroke Association Senior and Family Health Services Fair	X	AA	Employment/Transportation	7/24/00	
15.	COHEN, Daniel	2707 - 11th St. Santa Monica, 90405 310-452-1859 (H)	AARP Vote Congress of CA Seniors Forum Roundtable	X	C	Legislative/Advocacy	7/21/81	C-29 S-23 A-41
16.	DAVIS, Mary V.	8464 Vanier Ave. Canoga Park, 91304 818-709-5448 (H) 323-783-7042 (W)	Kaiser Permanente American Society on Aging (ASA)	X		Health/LTC	5/22/95	C-24 S-20 A-40
17.	Mary.v.davis@kp.org DEMONTEVERDE, Sam	323-783-7101 (F) 231 E. 3rd St., Rm. G101 Los Angeles, 90013 213-473-1640 (W) 213-473-1601 (F) 626-798-7043 (H)	Asian Pacific Policy & Planning Council Asian Pacific Older Adults Task Force	X	API	Membership	3/23/92	C-27 S-21 A-44
18.	DRAZNIN, Jules N.	131 N. Orlando Ave. Los Angeles, CA 90048 323-782-1003	Los Angeles County Commission on Aging AARP	X	C	Elder Abuse & Fraud Speakers' Bureau	7/23/01	C-29 S-23 A-42
19.	Julesdraznin@msn.com DUARTE-WHITE, Yolanda	749 S. Ciela Ave Los Angeles, Ca 90022 323-262-5928 (H) 323-264-5627 (W)	Chicana Service Action Center St. Thomas More Church ELA Occupational Center	X	L	Employment/Transportation	1/28/02	C-8

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#	NAME	ADDRESS & PHONE NUMBER	AFFILIATION	60 or Over Yes No	Ethnicity Code	COMMITTEE ASSIGNMENTS	APPOINTED	C/S/A
20.	FEIGAN-PERRY, Mattye mmapage@aol.com mfeiganperry@earthlink.net	14918 White Avenue E. Rancho Dominguez, CA 90221 310-637-9893 (H) 310-763-6732 (F)	Women Against Gun Violence Board of Directors YWCA of Greater Los Angeles Henry Herfford Senior Club Association of California School Administration California Senior Legislation	X	AA	President Membership	7/24/00	
21.	FEIGER, Renee Renee.feiger@culvercity.org	4095 Overland Ave. Culver City, CA 90232 310-253-6724 (W)	City of Culver City 4095 Overland Ave. Culver City, CA 90292		X		10/27/03	
22.	FEINBLATT, Anita	13930 Wyandotte St. Van Nuys, 91405 818-786-8524 (H)	Gray Panthers Congress of CA Seniors	X	C	Health/LTC Women's Issues	11/7/90	C-26 S-20 A-40
23.	FIELDS, A. Ann Fields39@SBCglobal.net	P.O. Box 928 Lynwood, CA 90262 323-644-0600 (H)	LA County Commission on Aging AARP Advisory Board	X	AA	Women's Issues Veterans Affairs	5/23/94	C-39 S-25 A-50
24.	FISHER, MD. Leonard	750 S. Spaulding Ave. #122 Los Angeles, CA 90036 323-931-2075	UCLA Division of Geriatric Medicine Gerontological Society of America Washington D.C. AARP Sunset Hall	X	C	Health/LTC	7/24/00	
25.	GAINES, Donald lmfish@ucla.edu	3065 Stevely Ave. Long Beach, 90808 562-429-9519 (H/F - Call first)	Long Beach Senior Citizens Advisory Commission Episcopal Diocese of Los Angeles - Commission on Affirmative Aging	X	C	Legislative/Advocacy	2/27/95	C-38 S-27 A-54
26.	GIVENS, William dgaines24@aol.com	10829 Fulton Wells Avenue Santa Fe Springs, CA 90670 562-944-7767 (H) 323-290-5160 (W)	Robert Sundance Family Wellness Center Southern California Indian Center The American Legion	X	NA	Elder Abuse & Fraud	3/13/00	
27.	GLADNEY, Virginia	1110 Church St. Pasadena, CA 91105-2725 626-441-5529 (H/F - Call first) virgladney@earthlink.net	Los Angeles District, CA Dietetic Assoc. American Public Health Association	X	C	Nutrition Women's Issues	9/26/77	C-27 S-21 A-44

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#	NAME	ADDRESS & PHONE NUMBER	AFFILIATION	60 or Over Yes No	Ethnicity Code	COMMITTEE ASSIGNMENTS	APPOINTED	C/S/A
28.	GRANT, Barbara thebedlady@SBC global.net	P.O. 1283 San Pedro, CA 90731 310-884-1008 (H) 310-977-2180 (C)	Highland View Management & Trust P.O. 0695 Harbor City, 90770 SASS 24328 So. Vermont, #208 Harbor City, CA 90710	X	NA		10/27/03	
29.	GRIFFIETH, Mary C.	P.O. Box #4126 El Monte, CA 91732 626-220-0394 (P)	Speakers' Bureau West Covina Senior Center, F.H. Transit Christian Coalition Groups, Access Board, Gang Counsel & Shut-Ins	X		Employment/Transportation	6/28/99	
30.	GRIFFITH, Irene	3416 W. 229 th St. Torrance, 90505 310-325-3548 (H) 310-600-5799 (VM) griffith3@mindspring.com	Commission on Aging, Torrance City Council Hospice, Trinity Care	X	C	Health/LTC	3/22/99	C-36 S- A-53
31.	HALL, Raymond Rehall06@aol.com	13801 Paramount Blvd. Building 3, Unit 313 Paramount, CA 90723 562-634-8747	Eight district Empowerment Congress	X	AA	Veterans Affairs - Chair	9/25/00	
32.	HAN, M.D., Eugene E.	18025 Sandycap Dr. Pacific Palisades, 90272 310-459-1195 (H) 213-427-4000 (W) X122 213-427-4008 (F)	Korean Health Education Information and Research Center Asian Pacific Coalition on Aging	X	API	Health/LTC	1/24/94	C-29 S-23 A-41
33.	HANSEN, Betty L.	2000 Liliano Dr. Sierra Madre, 91024 626-836-3718 (H/F - call first)	Sierra Madre Commission on the Aging, Inc. RSVP	X	AA	Nutrition	1/26/98	C-28 S-29 A-59
34.	HARRIS, Aurelia	1318 E. 70 th St. Los Angeles, 90001-1920 323-586-6547 323-589-3573 323-277-9597 (F)	Senior Assemblywoman	X	AA	Nutrition Women's Issues	8/17/91	C-33 S-30 A-48
35.	HOKANSON, Donald L.	P.O. Box 2031 Pomona, 91769-2031 800-882-7376 909-623-2989 (F)	California Senior Legislature (CSL) Pomona City Commissioner Alliance of Retired American Congress of Seniors SEIU 660 Seniors	X	C	Health/LTC Elder Abuse & Fraud	5/17/93	

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36.	HOLT-DOBY JONES, Vickie vhdjones@carson.ca.us	5350 Locust Ave. Long Beach, CA 90805 562-984-7536 310-952-1780	Senior Center City of Carson National Association of Geriatric Care Managers/Senior Assisted Living Coordinator	X	AA	Elder Abuse & Fraud	5/21/01	
37.	HUTCHERSON, Zeida	3596 Magnolia Ave Lynwood, CA 90262 310-762-6584 (H)	California Senior Legislature AARP - Lynwood Charter 5161 Advisory Council	X	AA	Membership	4/22/02	
38.	IGAR, Oleeta Fain oigar@pascia.org Oleeta@yahoo.com	22035 Burbank Blvd, #215 Woodland Hills, CA 91367 818-206-7032	Personal Assistance Services Council Calabasas Counseling and Grief Recovery Center	X	C	Recording Secretary Membership	5/21/01	
39.	JOHNSON, Henry	22121 S. Avalon Blvd., #301 Carson, 90745 310-834-4395	AARP - American-NAAACP, VA	X	AA	Nutrition	5/24/99	C-37 S-28 A-55
40.	JOHNSON-BRIGHT, Iris Lynne	2366 W. 21 st Street Los Angeles, CA 90018 323-734-7121	Charles Drew Univ. Medical School South Central Multi-purpose Senior Center	X	AA	Elder Abuse & Fraud	8/26/02	
41.	KELARTINIAN, Vatche	447 N. El Molino Ave. Pasadena, CA 91101 626-390-9955 (H) 626-577-8480 (W)	Elder Abuse Advocacy Program City of Pasadena W. Covina Chamber of Commerce W. Covina LAC Department of Mental Health Los Angeles Senior Care Network	X	C	Financial Officer Membership	2/26/02	
42.	KRIKORIAN, John john@businesslife.com	P.O. Box 2065 Glendale, 91209 818-240-7320 (F) 818-240-7088 (H)	Glendale Council on Aging Armenian-American Council on Aging Pasadena- Foothill Branch Urban League	X	C	Elder Abuse & Fraud LA County, HR Advisory	4/28/97	C-27 S-21 A-43
43.	LAI, Brian	1117 Woodbury Dr. Harbor City, 90710 310-200-8839 (W) 310-539-9236 (H) 310-539-8266 (F)	TAAC SBTA	X	API	Employment/Transportation Nutrition	11/29/93	C-36 S-28 A-53
44.	LARDEAU, Anne Marie La4seniors.com am1@la4seniors.com	3440 Troy Drive Los Angeles, Ca 90068 323-876-4121	L.A. Metro Multidisciplinary Team Congress of California Seniors - LA Hollywood Visiting Chaplaincy Program	X	C	Elder Abuse & Fraud	1/28/02	

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45.	LEE, Heather B.	841 Bluff Rd. Montebello, CA 90640 323-724-0830 (H)	CSL Assembly Member Registered Nurse American Red Cross	X	C	Health/LTC Elder Abuse & Fraud	10/28/02	
46.	LEVINE, Ruth S.	Angeles Home Health Care 3435 Wilshire Blvd., Ste. 500 Los Angeles, 90010 213-487-5131 (W) 310-838-7556 (H) 213-387-8733 (F)	Angeles Home Health Care LA County Long Term Care	X	C	Health/LTC Women's Issues	5/17/93	N/A
47.	LINDBLOM, Don E.	3753 Carnehill Long Beach, 90808 562-429-0873	Committee on Senior Adult Ministries, Christian Church (D.O.C.) Long Beach Shepard's Center	X	C	Legislative/Advocacy	10/5/98	C-38 S-27 A-54
48.	LUDWIG, Victor	829 Hill St. - F Santa Monica, CA 90405 310-399-5395 (H)	Commission On Older Americans Housing Crisis Committee	X	C	Housing	1/24/00	
49.	MAGNO, Lisa	253 Aspen Dr. Monrovia, CA 91016 626-305-0085 (H) 626-358-2264 (W)	Monrovia Providers Group for Seniors Inc., Monrovia Police Dept. - Volunteer, Santa Teresa Hospital, The Leven Oaks, Assisted Living	X	C	Legislative/Advisory Elder Abuse	10/27/03	
50.	MAUND, Gay	1601 Camino De Villas Burbank, CA 91501 818-953-9919 (H) 323-931-5522 (W)	Burbank Senior Board Community Federal Block Grant Blue Ribbon Committee on Affordable Housing	X	C	Health/LTC	1/27/03	
51.	MCGRATH, Peter J.	535 E. Tufts Ave. Burbank, 91504 818-842-8516	Supporters of Senior Services, Burbank Senior Board, Burbank	X	C	Elder Abuse & Fraud Nutrition	9/22/97	C-27 S-21 A-43
52.	MILLARD, Maurice	4312 Beeman Ave. Studio City, 91604 818-508-1544 (H)	LA County Museum & Natural History (DOCENT) LA County AAA Advisory Council	X	C	Nutrition	4/28/97	C-24 S-23 A-40
53.	MILLER, Anita H.	17643 Tuscan Dr. Granada Hills, 91344 818-360-9774 (H) 818-508-7192 (W) 818-508-9767 (F)	California Medical Review, Inc. BAC Los Angeles Alzheimer's Assoc. Support Group & Education Committees	X	C	Health/LTC	1/11/99	
54.	MOORE, Doreen M.	1410 Riviera Drive Pasadena, CA 91107 626-351-0445 (H) 626-351-0414 (F)	Older Women's League (OWL) LA County Commission on Aging - Immediate Past President	X	C	Health/LTC Women's Issues	10/7/90	C-28 S-29 A-59
	moore.doreen@earthlin k.net							

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55.	MOORE, Juanita N.	322 E. Spruce Ave., Apt I Inglewood, 90301 310-673-8093	AARP PAC	X	AA	Employment/Transportation	7/26/93	C-35 S-25 A-51
56.	MUNOZ, Teresa	613 Molino Avenue Long Beach, CA 90814 562-433-1909	Senior Citizen Advisory Commission City of Long Beach Sr. Volunteer Program St. Mary Seniors VIP Advantage -- Member St. Mary Latino Advisory -- Member AARP -- RSVP- Latino Advisory Grey Panthers -- GP - LBPR	X	L	Membership	7/24/00	
57.	PARK, Samuel	431 E. Garvey Ave Monterey Park, CA 91755 626-288-0840	Lions Manor Senior Citizen Housing Friends of Senior Monterey Park Lions Club	X	API	Membership	8/26/02	C-31 S-24 A-49
58.	PEREZ, Manny	3387 Alma Ave., Apt. A Lynwood, CA 90262 310-631-6359 Mannyyone379@netzero.com	Lynwood Seniors Volunteer Council Lynwood Veterans Council City of Lynwood, Traffic and Safety Commission	X	L	Nutrition, Veteran's Affairs	10/26/99 10/27/03	C-39 S-25 A-50
59.	PICKENS, Georgena	1515 So. Willowbrook Compton, CA 90220 310-632-2133 (H) 310-612-1696 (C)	Lakewood -- Long Beach Military Order of the Coodies	X	AA	Nutrition	6/23/03	
60.	POLK, James	8110 Torin St. Long Beach, CA 90808 562-430-8085 (H)	NAACP -- Long Beach Knights of Columbus (Long Beach) Congress of California Senior	X	AA	Membership Elder Abuse & Fraud	4/22/02	
61.	POLLY, Douglas J.	1301 Hackett Street Long Beach, CA 90815 562-596-1187	Past President -- Bellflower Education Assn. Gray Panthers -- Long Beach Unitarian Church-Sierra Club	X	C	Elder Abuse & Fraud	10/28/02	C-46 S-27 A-54
62.	RADAMAKER, Ted	3837 Shelter Grove Dr. Claremont, CA 91711-3028 909-593-5364	Community Senior Services Congregational Homes	X	C	Communication/ Intergenerational Committee -- Co-Chair	9/25/00	C-28 S-29 A-59
63.	RICKLES, Ric	1233 N. Crescent Heights #4 W. Hollywood, CA 90046 323-656-0471	California Senior Legislature W. Hollywood Senior Advisory Board Los Angeles Lesbian and Gay Srvs Ctr. W. Hollywood Democratic Club	X	C	Historian Housing Employment/Transportation Community Round Table Co-Chair Housing	7/24/00	C-30 S-23 A-42
	Ric0921@aol.com							

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64.	RIDDICK, Nathaniel J.	2723 Monroe St. Carson, 90810 310-522-4485 (H&F)	LA County Commission on Aging	X	AA	Membership/Outreach, Veterans Affairs	8/10/87	C-37 S-28 A-55
65.	ROMERO, Jesus R.	6260 Zelzah Ave Encino, CA 91316 818-343-4320 (H) 213-365-9005 (W)	Leadership Council o Aging Org Los Angeles County Filipino-American Employee Assoc. San Gabriel Valley Economic Partnership	X	API	Employment/Transportation	10/28/02	
66.	ROSENBERG, Julia Ann Jrosenberg@Adelphia.net	1104 Barbara St. Redondo Beach, CA 90277 310-316-1013 (H/F)	Cheer for Children Salvation Army Auxiliary Salvation Army CSL and CCS	X	C	Elder Abuse & Fraud Housing	4/22/02	C-36 S-28 A-53
67.	ROSTKER, Patricia M.	1130 Starlit Lane Monrovia, 91016 626-359-1941 (H)	Older Women's League League of Women Voters Monrovia Service Providers	X	C	Employment/Transportation Women's Issues	4/24/78	C-26 S-29 A-59
68.	SALAS, Mary T.	1113 E. Lauder St. Carson, 90745 213-365-9005 213-365-9042 (F)	U.S. Census Advisory Committee Chamono Community Council of California National Asian Pacific Center on Aging	X	L	Nutrition	2/22/99	C-37 S-27 A-55
69.	SCHACHTER, Marvin	300 California Terrace Pasadena, 91105 626-449-5825 (H&F)	AARP Vote California Commission on Aging Menorah Housing Found. Senior Advocacy Council United Nations Association	X	C	Legislative/Advocacy Housing	2/12/96	C-27 S-21 A-44
70.	SCOTT, Inez	1Locust St. Bldg C324 Inglewood, CA 90301 310-672-2036 (H)	RSVP Travelairs Club Salvation Army Senior Citizen Advisory Board	X	AA	Membership Elder Abuse & Fraud	4/22/02	
71.	SCOTT, Otha Ray	1803 W. 132 nd St. Compton, 90222 310-638-5614 310-638-8504 (F)	California Senior Legislature (CSL) American Association of Retired People (AARP)	X	AA	Legislative/Advocacy Elder Abuse & Fraud	5/20/96	C-37 S-27 A-55
72.	SMITH, Ernie	1906 S. Park Ave. Pomona, 91766 323-563-4822 909-628-7052 (W) 909-628-4204 (F)	So. Central Senior Citizens Center Dept. of Geriatrics - King Drew Medical Center	X	AA	Sergeant-at-Arms Elder Abuse & Fraud	4/26/99	
73.	SMITH, Winston	243 E. 138th St. Los Angeles, 90061 310-327-5565 (H&F)	Health Access AARP Vote LA County Commission on Aging	X	AA	Legislative/Advocacy Elder Fraud & Abuse	2/10/86	C-35 S-25 A-51

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74.	SPOLIDORO, Andrea	231 E. 3 rd St., #G101 Los Angeles, 90013 213-221-1555 (H) 213-473-1640 (W) 213-473-1601 (F)	Asian Pacific Policy & Planning Council L.A. County Leadership Council of Aging Organizations	X	API	Women's Issues	3/23/92	C-30 S-22 A-45
75.	THADEPALLI, Haragopal	2 Meia Lane Rancho Palos Verde, CA 90275 310-541-3789 (H) 323-563-4823 (W)	Charles R. Drew University of Medicine UCLA School of Medicine Martin Luther King Hospital	X	C	Older Women's Issues	7/24/00	
76.	THOMAS, James	11060 Norris #107 Pacifica, CA 91331 818-890-4471 (H)	Dickerson Advisory Council 50-50 Club Music and Drama Club	X	AA	Elder Fraud & Abuse	6/23/03	
77.	VILLALOBOS, Aida M.	1223 W. 144 th Street, Apt. 4 Gardena, CA 90247 310-530-3635 (W/F) 310-324-6892 (H)	AARP/Vote Women Lawyers Association of Los Angeles National Association Latino Elected Officials	X	L	Membership	9/18/95	C-37 S-28 A-55
78.	WAGNER, Robert	P.O. Box 425 So Pasadena, 91031 626-682-2926 (W) 626-441-2651 (H)	California Senior Legislature	X	C	Elder Abuse and Fraud	6/12/89	N/A
79.	WALL, Johnnie	108 N. Second Street, Unit B Alhambra, CA 91801 626-449-2919 X51 (W) 626-282-8767 (H)	Villa Esperanza Services San Gabriel Valley Volunteer Center City of Pasadena-Human Services Commissioner	X	AA	Membership Financial Officer	10/5/98	C-28 S-21 A-44
80.	WARD, Flo	300 S. Spring St., Ste 16701 Los Angeles, CA 90013 323-295-3027 (H) 213-897-0322 (W)	New Frontier Democratic Club Los Angeles	X	AA	Legislative/Advocacy	4/28/03	C-S- A-47
81.	WASSON, Barbara	9694 Paseo de Oro Cypress, 90630 714-761-2231 714-828-1375 (F)	State Coalition of Grandparents National Coalition of Grandparents Grandparents as Parents, Inc.	X	C	Women's Issues	9/28/94	N/A
	GLWASSON@JUNO							

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82.	WEINTRAUB, Bernard S. bsweintraub@juno.com	120 S. Vista St. Los Angeles, 90036 323-931-5823 (H) 213-383-4519 X3013 (W) 213-383-4598 (F)	LA County Commission On Aging (LACCOA) Center for Health Care Rights So. California Public Health Assn. Public Health Foundation, Inc.	X	C	Legislative/Advocacy Health/LTC Elder Abuse & Fraud	4/23/90	C-29 S-23 A-42
83.	WIDMER, Roberta	725 E. Avenue J Lancaster, CA 93535 661-943-1539	Visiting Nurse Home Service Antelope Valley Committee on Aging	X		Health/LTC	5/21/01	
84.	WIECK, Sally	4130 N. Cutler Ave Baldwin Park, CA 91706 626-338-1780	Senior Assembly Member Regional Coordinator - AARP Commissioner Baldwin Park Housing Commission	X	C	Health/LTC	9/23/02	C-31 S-24 A-57
85.	WILLIAMS, Willie	1403 1/2 E 62 nd Street Los Angeles, CA 90001-1231 323-582-1618 (H) 213-277-9597 (F)	Florence - Firestone Senior Center Bethune Park Dept. of Parks/Recreation	X	AA	Legislative/Advocacy	10/5/98	C-33 S-30 A-48
86.	WILSON, Patricia supatricia@aol.com	3451 Primera Ave. Los Angeles, CA 90068 323-851-3744 (H) 323-851-9171 (F)	American Association of University Women Career Encores LA County Commission for Women	X	C	Older Women's Issues Employment/Transportation	7/23/01	C-29 S-22 A-45
87.	WONG, Edward KC	527 S. Atlantic Blvd. Monterey Park, CA 91754	Rotary Club of Monterey Park UNA - USA Greater LA Chapter Monterey Park Quanzou Sister City Assn.	X	API	Legislative/Advocacy	1/27/03	A-49
88.	WOODS, Inell	8751 McKinley Pl. Los Angeles, 90002 323-751-4386 (H)	AFCOA AARP/Vote 35 th Congress Regional Director	X	AA	Corresponding Secretary Membership/Outreach	11/23/87	C-35 S-25 A-52
89.	YARICK, Lisa	P.O. Box 27990 Los Angeles, CA 90027 323-783-8724 (W)	Kaiser Permanente	X	C	Elder Abuse & Fraud	4/28/03	
90.	ZAPATA, Vincente	201 S. Lark Ellen Ave. West Covina, CA 91791 626-917-5474	California State University - L.A. Public Health Foundation Enterprises	X	L	Health/LTC	7/27/98	

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1.	DELGADO, Domingo	9829 Whitmore St. El Monte, 91733-1156 626-443-0851 (H) 626-579-9588 (W)	Senior Citizens Recreation Assoc. American Society on	X	L	Elder Abuse & Fraud	9/26/88	C-34 S-24 A-49
2.	FEHOKO, Ilaissane	P.O. Box 5032 Gardena, 90249 310-327-9650 (W) 310-327-7501	SSG/Tongan Community Serv. Cen. SSG Breast Cancer Program SSG/Pacific Asian Language	X	API	Health/LTC	5/24/99	
3.	FEINBLATT, Albert A.	13930 Wyandotte St. Van Nuys, 91405 818-786-8524 (H)	AARP Gray Panthers	X	C	Health/LTC Transportation/Employment	12/4/78	C-26 S-20 A-40
4.	HOLLIDAY, Clifford M.	858 W. 147th St. Gardena, 90247 310-324-5000 (H) 213-626-1903 (W)	Gardena Affiliated CoA Congress of CA Seniors	X	C	Legislative/Advocacy	4/28/80	C-37 S-25 A-52
5.	JUAREZ, Beulah R.	1528 - 11th St. Santa Monica, 90401 310-393-5621 (H)	League of Latin American Senior Citizens Sister City Program-Coalition for Homeless Conference Christians and Jews	X	C	Employment/Trans	6/1/74	C-29 S-23 A-41
6.	KENT, Phillip	124 Monterey Rd., #214 South Pasadena, 91030-3055 323-254-2166	LA County Commission on Aging RSVP, Pasadena	X	C	Health/LTC Elder Abuse & Fraud	3/13/90	C-27 S-21 A-44
7.	KOZASA, Betty	713 35 th Street Manhattan Beach, CA 90266 310-545-4238	Former President of LA Advisory Council	X	API			
8.	LEDYARD, F. Monroe Ph.D. DECEASED	13788 Nurnli St. Sylmar, 91342 818-367-5742	ISCA Congress of CA Seniors AARP Vote LA County Commission on Aging	X	C	Health/LTC Legislative/Advocacy	10/22/79	C-26 S-20 A-39
9.	MAC LEOD, Angus G.S.	1551 Cleveland Rd. Glendale, 91202 818-241-4393	Greater Glendale Council on Aging Career Encores	X	C	Elder Abuse & Fraud	8/23/99	

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10	ROBERTS, Gertrude M.	10743 Landale St. No. Hollywood, 91602 818-761-3815 (H)	Catholic Charities Council of Catholic Women	X	C	Membership	6/17/4	C-29 S-23 A-40
11	RISHER, Mel	13243 Dewey St. Los Angeles, CA 90066 818-883-6769 310-391-8995	League of United Latin-American Citizens Lation Resource Organization	X	C	Employment/Trans	1/24/99	
12	WELLINGTON, Lois	807 University Dr. Burbank, CA 91504		X				

Revises: April 3, 2003

Administration/Staff

#	NAME	Position	Number	Email Address
1.	Robert Ryans	Community and Senior Services Director	213-738-2617	rryans@co.la.ca.us
2.	John Coyle	Area Agency on Aging Acting Director	213-738-2645	JCoyle@co.la.ca.us
3.	Lisa Hamilton	Area Agency on Aging Acting Management Team	213-351-8917	Lhamilton@co.la.ca.us
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7.	Sue Kennedy	Area Agency on Aging Staff	213-739-7386	skennedy@co.la.ca.us
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9.	Gloria Roman	Area Agency on Aging Staff	213-351-5066	GRoman@co.la.ca.us
10.	Ray Sanchez	Area Agency on Aging Staff	213-351-8915	RSanchez@co.la.ca.us
11.	Elvira Castillo	Intergovernmental Relations (IGR)	213-738-4347	ecastillo@co.la.ca.us
12.	Lena Perelman	Intergovernmental Relations (IGR)	213-738-3610	LPerelman@co.la.ca.us
13.	Donnetta Kelly	Area Agency on Aging Staff	213-738-2570	KDonnetta@co.la.ca.us
14.	Patricia Everette	Area Agency on Aging Staff	213-738-4005	PXEverette@co.la.ca.us

Ethnicity Code: C = Caucasian

L = Latino

AA = African American

API = Asian/Pacific Islanders

NA = Native American

C = Congressional District

S = Senatorial District

A = Assembly District

APPENDIX VI

COMMUNITY FOCAL POINTS LIST

California Code of Regulations, Article 3, §7302(a)(14)

Provide an updated list of designated community focal points and their addresses. This information should match the National Aging Program Information System (NAPIS) SPR 106.

ANTELOPE VALLEY SR CTR
777 W JACKMAN ST
LANCASTER CA 93534

SANTA CLARITA VALLEY
COA
22900 MARKET ST
NEWHALL CA 91321

CITY OF BURBANK
JOSLYN ADULT CTR
1301 WEST OLIVE
BURBANK CA 91505

GLENDALE ADULT REC CTR
201 E COLORADO
GLENDALE CA 91205

ADULT DAY HEALTH CARE
CTR
500 CITADEL DR- SUITE 490
LOS ANGELES CA 90040

LANGLEY SENIOR CTR
400 W EMERSON AVE
MONTEREY PARK CA 91754

ALHAMBRA CITY/ JOSLYN
ADULT CTR
PO BOX 351
ALHAMBRA CA 91802-2351

CITY OF EL MONTE
JACK CRIPPEN MPSC
3120 N TYLER AVE
EL MONTE CA 91731

PETER F SCHABARUM SR CTR
1556 CENTRAL AVE
SOUTH EL MONTE CA 91733

CITY OF ARCADIA COMM CTR
PO BOX 60021
ARCADIA CA 91066-6021

CITY OF SAN GABRIEL
324 S MISSION DR
SAN GABRIEL CA 91776

WEST COVINA SR CIT CTR
PO BOX 1440
WEST COVINA CA 91791

SANTA ANITA FAMILY SVC
603 S MYRTLE AVE
MONROVIA CA 91016

DUARTE SENIOR CTR
1610 HUNTINGTON DR
DUARTE CA 91010

BALDWIN PARK COMM CTR
4100 BALDWIN PARK BLVD
BALDWIN PARK CA 91706

AZUSA SENIRO CENTER
740 N DALTON
AZUSA CA 91702

CITY OF GLENDORA/
LA FETRA CTR
116 E FOOTHILL BLVD
GLENDORA CA 91740

POMONA VALLEY COMM SVCS
2120 FOOTHILL BLVD STE 115
LA VERNE CA 91750

LA VERNE COMMUNITY CTR
3680 D ST
LA VERNE CA 91750

CITY OF POMONA
COMM SVCS DEPT
999 E ARROW HWY
POMONA CA 91767

CLAREMONT JOSLYN SR CTR
660 N MOUNTAIN AVE
CLAREMONT CA 91711

CITY OF SAN DIMAS
201 E BONITA AVE
SAN DIMAS CA 91773

HUMAN SERVICES
ASSOCIATION
6800 FLORENCE AVE
BELL GARDENS CA 90805

WILLOWBROOK SR CTR
12915 S JARVIS AVE
LOS ANGELES CA 90061

OLDTIMERS FOUNDATION
3355 E GAGE AVE
HUNTINGTON PARK CA 90255

CITY OF PARAMOUNT
14400 PARAMOUNT BLVD
PARAMOUNT CA 90723

PICO RIVERA SR CTR
PICO RIVERA SR CTR
PO BOX 1016
PICO RIVERA CA 90660

WHITTIER SR CITIZENS CTR
13225 WALNUT ST
WHITTIER CA 90602

LONG BEACH SENIOR CTR
1150 E FOURTH ST
LONG BEACH CA 90802

CITY OF GARDENA
SR CITIZEN BUREAU
1700 W 162ND ST
GARDENA CA 90247

W HOLLYWOOD SR CTR/
JEWISH FAMILY SERVICE
7377 SANTA MONICA BLVD
W HOLLYWOOD CA 90046

CULVER CITY SR CTR
4153 OVERLAND AVE
CULVER CITY CA 90230

SO PASEDNA SR CITIZENS
CTR
1102 OXLEY ST
S PASADENA CA 91030

CITY OF LA MIRADA-
KLING SR CTR
12900 BLUEFIELD AVE
LA MIRADA 90638

CARSON SR SOCIAL SERVICES
3 CIVIC PLAZA DR
CARSON CA 90745

INGLEWOOD SR CTR
111 N LOCUS ST
INGLEWOOD CA 90301

WISE SR SVCS/ KEN EDWARDS
CTR
1527 FOURTH ST
SANTA MONICA CA 90401

PASADENA SENIOR CTR
85 E HOLLY ST
PASADENA CA 91103

ALTADENA SENIOR CTR
560 E MARIPOSA ST
ALTADENA CA 91001

JEWISH FAMILY & CHILDREN
SVCS
3801 E WILLOW
LONG BEACH CA 90815

BARTLETT SR CITIZEN CTR
1318 CRAVENS AVE
TORRANCE CA 90501

JEWISH FAMILY SVC OF LA-
PICO ROBERSTON MULTI-
PURPOSE CTR
8838 W PICO BLVD
LOS ANGELES CA 90035

CENTER FOR HEALTHY AGING
2125 ARIZONA AVE
SANTA MONICA CA 90404

SR CARE NETWORK/
NORTHWEST
837 S FAIROAKS AVE STE 100
PASADENA CA 91103

APPENDIX IX

HOMELESS OLDER INDIVIDUALS

Purpose: The Governor has requested that state agencies incorporate homelessness prevention as an integral part of the mission within each department. The California Department of Aging will focus on homeless older individuals. The information requested in this Appendix will assist the Department in identifying the federal, state, and local programs available to California's aging homeless population and the role of the AAA in this effort.

Definition of Homeless: A person without a fixed residence, who is dependent on shelters, empty buildings, benches, old automobiles, or a friend's couch, for a place to sleep.

- Is the AAA aware of local programs that assist older homeless individuals? If yes, please describe each program, and include services that link housing assistance with other critical services.

In December of 1993, the Los Angeles County Board of Supervisors and the Mayor and City Council of Los Angeles created the Los Angeles Homeless Services Authority (LAHSA). LAHSA provides funding and guidance for a vast network of local, non-profit agencies with missions to help people leave homelessness permanently. These agencies are dedicated to providing as much assistance as possible to help homeless persons with housing, case management, counseling, advocacy, substance abuse, programs, and other specialized services.

Transitional and permanent programs funded by LAHSA assist people who are ready to move beyond emergency shelter into a more independent living situation. Transitional programs allow individuals and families to further develop the stability, confidence, and coping skills needed to sustain permanent housing. Some transitional program participants often live in apartment-style living quarters while other agencies place people into group house settings where several families or individuals share in household maintenance. LAHSA's centrally located Downtown Drop-In Center for example, accommodates hundreds of people each day, 24 hours a day, and seven days a week. The Center provides immediate, emergency services including: 8-hour respite beds, showers, storage, case management, and counseling. The Center has a warm and open atmosphere that encourages homeless people to take advantage of its services.

The AAA's Integrated Care Management Program's purchase of service component enables care managers to authorize payment to prevent eviction when no other

resources are available. In addition, one ICM agency, Single Room Occupancy Housing (SRO) targets homeless individuals and is able to provide short term housing to homeless clients while providing other care management services to promote long term stability and independence.

- Is the AAA involved with efforts to target older homeless individuals? If yes, please describe.

One of the critical issues identified by the LTCSP process is the need for more affordable housing. The participation of LAHSA in the strategic planning process resulted in the inclusion of several recommendations pertaining to homelessness in the LTCSP. One example is objective 3.8: "Collect, update, and disseminate information about housing availability and eligibility to every public private agency servicing older adults and adults with disabilities.

- Describe barriers the AAA has encountered in locating and assisting the older homeless.

The major barrier to locating and assisting older homeless adults is the fact that similar to other homeless populations, most homeless older adults and adults with disabilities live a transient life, which makes outreach and follow up very difficult.

- Please identify by title and/or number the goals and objectives in the Area Plan Update that relate to services that assist the older homeless individuals

The Fiscal Year 2002-03 Update includes the following objectives in response to the problem of homelessness of older adults:

- 3.9 Develop a rent-to-prevent eviction program that specifically targets at-risk older adults and adults with disabilities. To be accomplished by June 30, 2005.
- 3.10 Prepare an action plan to increase the number of emergency, transitional, and permanent housing units required to meet the current and projected needs of homeless older adults and adults with disabilities. To be accomplished by June 30, 2005.

TRANSMITTAL LETTER

This FY 2002-03 Update of the 2001-2005 Area Plan for Planning and Service Area (PSA 19) is hereby submitted to the California Department of Aging for approval. The Los Angeles County Board of Supervisors supports the development of community-based systems of care and recognizes the responsibility within each community to establish systems in order to address the care needs of older individuals and individuals 18 and older with disabilities, their families, and caregivers.

1. (Signed) _____ Date _____
Don Knabe
Chairman, Board of Supervisors

The Area Advisory Council has had the opportunity to participate in the planning process and to review and comment on the Area Plan.

2. (Signed) _____ Date _____
Mattye Fegan-Perry, President
Area Agency on Aging Advisory Council

3. (Signed) _____ Date _____
Cynthia D. Banks, Interim Director
Area Agency on Aging

TRANSMITTAL LETTER

This FY 2003-04 Update of the 2001-2005 Area Plan for Planning and Service Area (PSA 19) is hereby submitted to the California Department of Aging for approval. The Los Angeles County Board of Supervisors supports the development of community-based systems of care and recognizes the responsibility within each community to establish systems in order to address the care needs of older individuals and individuals 18 and older with disabilities, their families, and caregivers.

1. (Signed) _____ Date _____
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Chairman, Board of Supervisors

The Area Advisory Council has had the opportunity to participate in the planning process and to review and comment on the Area Plan.

2. (Signed) _____ Date _____
Mattye Fegan-Perry, President
Area Agency on Aging Advisory Council

3. (Signed) _____ Date _____
Cynthia D. Banks, Interim Director
Area Agency on Aging